

Our Complaints Procedure

If you have a complaint, please contact Mr Titmas, our client care partner in writing. You can write to him at 165 Fleet Street, London EC4A 2DY. If necessary, Mr Titmas will pass your complaint to the partner in charge of the department involved in your complaint.

What Will Happen Next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within five working days of us receiving your complaint.
2. We will then record your complaint in our central register and open a section within the central register for your complaint. We will do this within a day of receiving your complaint.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within five working days of your reply.
4. We will then start to investigate your complaint. This may involve one or more of the following steps:
 - we may ask the member of staff who acted for you to reply to your complaint within five working days;
 - we may examine the reply and the information in your complaint file. We may then ask them for more information. This will take up to five working days from receiving the reply and the file.
5. We may invite you to meet Mr Titmas to discuss and, it is hoped, resolve your complaint. We will do this within three days of receiving all the details we need from the member of staff who acted for you.
6. Within three working days of any meeting, we will write to you to confirm what took place and any suggestions we have agreed with you. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. This will happen within five working days of us completing the investigation.

7. At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. This will happen in one of the following ways:
- Mr Titmas will review his own decision within five working days;
 - we will arrange for someone in the firm who has not been involved in your complaint to review it. He or she will do this within 10 working days; or
 - we will invite you to agree to independent mediation. We will let you know how long this process will take.

8. We will let you know the result of the review within five working days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you have a right to complain to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints.

You have six months from the date we notify you of our final position in which to complain to the Legal Ombudsman.

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

Alternative complaints bodies (such as ProMediate, www.promediate.co.uk) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We do not agree to use ProMediate.

9. If we have to change any of the timescales above, we will let you know and explain why.
10. We aim to resolve all Complaints within eight weeks of their being made to Mr Titmas. If we do not, you may be entitled to ask the Legal Ombudsman to resolve your Complaint (as set out above).
11. Ordinarily, your reference to the Legal Ombudsman must also be within:

- One year from the act or omission; or
- One year from when you should reasonably have known there was a Cause for Complaint, whichever is the later.

25 April 2019