

# External complaints procedure

## **Our aim**

We are committed to providing a high-quality legal service. We acknowledge that we may not always get it right, so if something has gone wrong, we need you to tell us. This will help us to improve our standards of service.

## **How do I make a complaint?**

In the first instance, it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you do not feel able to discuss your concerns with them, please contact the person responsible for the overall supervision of your matter, who will be named in the client care letter we sent you at the beginning of your matter.

To help us understand your complaint, and in order that we do not miss anything it would be best that it is put into writing (by letter or email) please tell us:

- your full name and contact details;
- what you think we have got wrong;
- how you would like your complaint to be resolved; and
- your file reference number (if you have it).

We will not charge you for handling your complaint. Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding. Making a complaint will not affect how we handle your case.

## **How will you deal with my complaint?**

We will write to you within 21 working days acknowledging your complaint, enclosing a copy of this policy. We will conduct a full investigation of your complaint where we will review your complaint, files and other relevant documents and speaking with the person(s) who dealt with your matter. We may also need to ask you for further information therefore we may telephone you or request to meet with you. We will update you on the progress of your complaint at appropriate times.

After a full investigation has concluded we will write to you with our final response, explaining the reasons behind the decision. At all times of the investigation we will remain objective and thorough and we hope to resolve the matter as quickly as possible.