



COMPLAINTS PROCEDURE

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, please contact Samantha Harris, who is the person responsible for dealing with this issue. You can contact her by telephone on 01926 520053, via email at samantha.harris@familylawconsultants.co.uk or by post to 12 Hamilton Terrace, Leamington Spa, CV32 4LY. If Samantha is not available, please contact Joanne Bennett on 02476 870044, via email at joanne.bennett@familylawconsultants.co.uk or by post to PO Box 6836, Coventry, CV6 9QH.

What will happen next?

1. We will send you an email or letter acknowledging receipt of your complaint within a maximum of three days of us receiving the complaint. We will enclose a copy of this procedure if you have not already received it.
2. We will investigate your complaint. This will normally involve reviewing your file and speaking to the lawyer who acted for you.
3. We will send you a detailed response to your complaint, including our findings and any relevant suggestions for resolving the matter. We will do this within 21 days of the acknowledgement referred to at point 1 above.
4. If, at that stage, you are still not satisfied, you should inform us as soon as reasonably practicable and we will arrange for another solicitor, who has not had any dealings with your matter, to review the initial decision.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. If you are still not satisfied, you can contact the Legal Ombudsman at the Office for Legal Complaints on 0300 555 0333, or by writing to PO Box 6806, Wolverhampton, WV1 9WJ. Email: enquiries@legalombudsman.org.uk

The Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of the firm's final response to you. For more details please see the Legal Ombudsman website.

Objecting to our bill(s)

You may have the right to object to our bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974.

Non-payment of our bill(s)

You should be aware that the firm may be entitled to charge interest if all or part of our bill(s) remains unpaid.

If we have to change any of the timescales above, we will let you know and explain why.

If you have concerns about our conduct, you can raise these with the Solicitors Regulation Authority ("SRA"), [here](#).