Complaints policy

I am committed to providing a high-quality legal service to all clients. When something goes wrong, I need to know about it. This will help me to improve standards.

If you have a complaint, please contact me with the details.

What will happen next?

I will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.

1. I will then investigate your complaint. This will normally involve me reviewing the matter
2. I will then invite you to a meeting to discuss and hopefully resolve your complaint. I will do this within 14 days of sending you the acknowledgement letter.
3. Within three days of the meeting, I will write to you to confirm what took place and any solutions that have been agreed with you.
4. If you do not want a meeting or it is not possible, I will fully investigate the matter and send you a written response, within 21 days of sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, you should contact me again and we will arrange for me to review my decision or as an alternative for a local solicitor to review the decision.
6. I will write to you within 14 days of receiving your request for a review, confirming my final position on your complaint and explaining my reasons.
7. If you are still not satisfied, you can then contact the Legal Ombudsman PO Box 6806 Wolverhampton WV1 9WJ about your complaint. Any complaint to the Legal Complaints Service must usually be made within six months of the date of our final decision on your complaint but for further information, you should contact the Legal Ombudsman at the above address

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