

## **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 maintain and improve our standards.

### **Our complaints procedure**

If you have a complaint, please contact Jonathan Moore with the details. If we have to change any of the timescales set out below, we will let you know.

### **What will happen next?**

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details. We may suggest a meeting to clarify any details.
2. We will then record your complaint in our central register, open a file for your complaint and investigate your complaint.
3. We would welcome the opportunity to meet with you within 14 days of first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, Jonathan Moore will write fully to you setting out his views on the situation and any redress.
4. Within two days of any meeting, we will write to you to confirm what took place and any solutions agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision within the following 10 days. This may happen in one of the following ways.
  - a. Jonathan Moore will review the decision.
  - b. We will arrange for someone who is not connected with the complaint to review the decision.
  - c. We will invite you to agree to an independent mediation. This again may take longer than 10 days.
6. We will let you know the result of the review within five 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 can contact the Legal Ombudsman at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) but we very much hope that this will not be necessary. Please note that if you wish to make a complaint to the Legal Ombudsman, you must do so within 6 months of a final decision on the complaint by us and no more than six years from the date of the act/omission or no more than three years from when you should reasonably have known there was cause for complaint.

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