

COMPLAINTS POLICY

We are committed to providing a high-quality legal service to all our clients and are always sorry if things are felt to have gone wrong.

Our complaints procedure

If you have a complaint, please contact Ms Joanne Mason, who is the person responsible for dealing with client care issues. You can contact her by post or via email at joanne@jennifermargrave.co.uk.

What will happen next?

Within a maximum of three days of us receiving the complaint we will send you a letter or email acknowledging receipt enclosing a copy of this procedure.

We will then record your complaint in our central register, open a file and investigate your complaint. This will normally involve reviewing your file and speaking to the fee earner who acted for you. If the complaint relates to a matter dealt with by Joanne Mason then we will pass the matter to Julie Orgill and ask her to consider the complaint.

A detailed reply to your complaint, including suggestions for resolving the matter if applicable, will be sent within 21 days of us sending you the acknowledgement letter. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner or fee earner who has not had any dealings with your matter to review the initial decision if possible.

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.

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

If you are still not satisfied, you can contact the Legal Ombudsman at the Office for Legal Complaints on 0300 555 0333 and ask them to consider the matter or write to them at PO Box 6806, Wolverhampton, WV1 9WJ or by email enquiries@legalombudsman.org.uk.

The Legal Ombudsman will not normally deal with complaints unless our complaints procedure has been exhausted and allows us to do this within eight weeks. The Legal Ombudsman asks that you contact his office within twelve months of your last contact with this firm.

You are also entitled to complain directly to the Solicitors Regulation Authority full information for consumers is set out at www.sra.org.uk/consumers/problems/.