

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 Mr A Major, you can write to him at 25 Lichfield Street, Walsall WS1 1TJ. If we have to change any of the responsibilities or the timescales set out below we will let you know and explain why.

What will happen next?

1. Within three days we will send you a letter acknowledging your complaint and asking you to confirm or explain the details. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint. We will also investigate your complaint by examining the relevant file.
3. We will then start to investigate your complaint. This will normally involve the following steps.
 - We will pass you complaint to Mr A J Woodhouse, our Client Care partner, within three days.
 - He will ask the member of staff who acted for you to reply to your complaint within 5 days.
 - He will then examine their reply and the information in your complaint file. And, if necessary, he may also speak to them. This will take up to three days from receiving their reply and the file.
4. Mr A J Woodhouse will then invite you to a meeting and discuss and hopefully resolve your complaint. He will do this within three days.
5. Within two days of the meeting Mr A J Woodhouse will write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting or it is not possible, Mr A J Woodhouse will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within five days of completing the investigation.

6. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 days. This will happen in one of the following ways.
 - We will arrange for another partner in the firm who has not been involved in your complaint to review it.
 - We will ask our local Law Society or another local firm of solicitors to review your complaint. We will let you know how long this process will take.
 - We will invite you to agree to independent mediation. We will let you know how long this process will take.
7. 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. We will also give you the name and address of the Legal Complaints Service. If you are still not satisfied, you can contact them about your complaint. We very much hope that this will not be necessary.