THE FAMILY LAW COMPANY

**COMPLAINTS PROCEDURE**

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.

If you have a complaint please contact Sally Cook, who will be responsible for recording, acknowledging and conducting the initial investigations into your complaint. If appropriate it will be passed to Norman Hartnell the Managing Director. If we have to change any of the timescales set out below, we will let you know and explain why. If you are a private client please see the reverse of your last invoice for information on your rights to complain about your bill.

**What will happen next?**

1. We will endeavour to write to you acknowledging your complaint within five working days of receiving it. We may ask you to clarify any details in writing.

2. We will investigate your complaint, examine the file and speak to members of staff concerned.

3. If appropriate we will invite you to a meeting to discuss the matter and, we hope, resolve your complaint. A full response will be sent to you in writing. We should be in a position to do this within 25 working days of first receiving your complaint. However complaints may take up to eight weeks to deal with.

4. At this stage if you are still not satisfied please let Sally Cook know and she will arrange for Norman Hartnell the Managing Director to review the position. Alternatively we may ask our local Law Society to review your complaint. They will need to see the file. Please let us know if you have any objection to this. The Devon & Somerset Law Society offers a free independent conciliation scheme, details of which are available on their website at www.dasls.com.

5. We will write to you again within 15 working days of receiving your request for a review, setting out our final response to your complaint together with reasons.

**Legal Ombudsman**

If you do not agree with the outcome of our complaints process, or we fail to investigate it within 8 weeks, you can then complain to the Legal Ombudsman. Complaints to the Legal Ombudsman must usually be made within six months of our final response to your complaint. The Legal Ombudsman can investigate complaints for up to six years from the date a problem occurred or within three years from when you found out about the problem.

The address is PO Box 6806, Wolverhampton WV1 9WJ, telephone 0300 555 0333 or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

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