

COMPLAINTS PROCEDURE

Your Complaint

We take very seriously all expressions of dissatisfaction from our clients. If you have received this complaints procedure, it is likely that you have already expressed your concerns verbally or in writing to us.

This procedure explains how we handle complaints. Our objective is to ensure that your complaint is dealt with swiftly in an attempt to reach an amicable and satisfactory solution, that addresses your concerns and puts things right where possible.

Making your Complaint

Informal verbal complaints should be addressed to the person in our firm who you deal with, for the work in question in the first instance.

If you are not satisfied with their response or feel that the matter is too serious to be dealt with informally, then you should write or speak to their supervisor or our Complaints Partner, Jonathan Roper whose contact details are jroper@charterhouselaw.co.uk or on 020 3176 0300.

Please provide us with as much detail as possible regarding your complaint, preferably in writing. This will make it easier for us to investigate thoroughly and address your concerns meaningfully. It also means there is less room for misunderstandings.

Response Times

▪ Acknowledgement of Written Complaints within 5 Working Days

Written complaints will be acknowledged by email or letter within 5 working days of receipt of your complaint. In our response, we will confirm the name of the person responsible for handling the complaint.

▪ Full Response usually within 25 Working Days

A full reply will be sent as soon as the matter has been investigated and our proposals for dealing with your concerns have been agreed upon. We will always endeavour to provide a full response within 25 working days. If that is not possible, an interim response will be given explaining why it is not possible to meet this deadline, when we expect our investigations to be completed and a response finalised.

▪ Recourse to the Legal Ombudsman after 40 Working Days or where we have not resolved your complaint

If we have not finalised our response within 40 working days, you have the right to take your complaint to the Legal Ombudsman, details of whom are provided below.

If, in the unusual event that we are unable to resolve the matter to your satisfaction, you can take the matter up with the Legal Ombudsman, whose details are as follows:

- Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ
- Web: www.legalombudsman.org.uk
- Telephone: 0300 555 0333

The Legal Ombudsman will normally expect you to have taken the matter through our complaints procedure before they will investigate your complaint. In normal circumstances they will expect you to refer the matter to them within six months of receiving the final letter from us regarding your complaint

Learning from Complaints

While we never like to receive any complaints, we view them as an opportunity to learn and improve. All complaints (whether written or verbal) are recorded and logged centrally to enable us to detect recurring problems and trends and correct recurring problems. In this manner, we aim to constantly improve the service we provide.

Charterhouse Law Limited