

TAYLOR · BROWN

SOLICITORS

78 Whitby Road, Ellesmere Port, Cheshire CH65 0AA

Telephone: 0151 378 2887 Fax: 0843 504 3398

Our 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 send your complaint to us in writing for the attention of the Complaints Director. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 5 working days of receiving it, enclosing a copy of this policy.
2. We will then investigate your complaint. Our Complaints Director will review your matter file and speak to the member of staff who acted for you.
3. Our Complaints Director will then write to you and where appropriate invite you to a meeting to discuss and hopefully resolve your complaint. They will do this within 14 working days of sending you the acknowledgement letter.
4. Within ten working days of the meeting, our Complaints Director will write to you to confirm what took place and solutions they have agreed with you.
5. If you do not want a meeting or it is not appropriate for possible, our Complaints Director will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another Director to review the decision.
7. We will write to you within 14 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ, about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonable have been aware of it). For further information you should contact the Legal Ombudsman on 0330 555 0333 or at enquiries@legalombudsman.org.uk.