

COMPLAINTS PROCEDURE

We strive to provide a clear and accurate legal service in a timely manner. We also pride ourselves in being friendly, approachable and helpful. Client satisfaction is a priority for us and we want the service you receive to reflect these principles. That is why we welcome hearing from you if you ever believe that our service has fallen short of these objectives

First stage

- In the first instance, please raise your concerns directly with the person dealing with your case or transaction by email, post or over the phone.
- If you feel that it is too delicate for you to raise this directly with them, or they have not addressed all your concerns to your satisfaction, your complaint will reach the second stage.

Second stage

- You may progress your complaint to our Compliance Officer for Legal Practice and Managing Partner, Jonathan Griffiths. (If the complaint relates to Jonathan Griffiths it will be passed to another partner)
- Please set out as much detail as possible regarding your complaint. You may find the template letter on the Legal Ombudsman's website useful (www.legalombudsman.org.uk/).
- We prefer to receive your complaint by post or email as we can then make sure we reply to all the points you raise:
Williamson & Barnes Solicitors
12-14 Queen Street
Deal
Kent
CT14 6EU
m.griffiths@williamson-barnes.co.uk
01304373154
- We will acknowledge receipt of your complaint within five working days.
- We will tell you how long it will take us to investigate your complaint. This normally is around two or three weeks, but it could be less or more (either due to the circumstances of your complaint, illness or holidays). In any event it should never be more than six weeks after acknowledging receipt of your complaint.
- We will review your file and if necessary, talk to the person dealing with your case.
- We will send you the result of our investigation by email or post, depending on how you contacted us in the first place or any preference you may have. We may also offer to meet with you to discuss your complaint and resolve it.

- If we agree with you and we find the service you received was not as we would have like it to be, we will work with you to try to find a way to resolve your complaint.
- If we find that your complaint does not support a finding of poor service, we will let you know the reasons why. We will let you know what to do if you are unhappy with our decision: we will tell you whether we agree to using Alternative Dispute Resolution, or whether your complaint can proceed to Stage 3.

Third Stage

- If you remain unhappy, you have the right to complain to the Legal Ombudsman, an independent and impartial body, but you must do so within 6 months of our final letter to you, which we will always make clear when sending our final letter. The Ombudsman's contact details are:
Legal Ombudsman
PO Box 6806
Wolverhampton WV1 9WJ
Telephone: 0300 555 0333
Email address: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk