

## COMPLAINTS HANDLING 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 us in writing with the details.

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will investigate your complaint. This will normally involve passing your complaint to the Senior Partner. Where appropriate, he may refer your complaint to another partner or senior solicitor in PS Law LLP who will review your matter file and speak to the fee-earner(s) who acted for you. We also have a Complaints Administration Manager who will ensure that your concerns are addressed within the applicable timescales. If your complaint is against the Senior Partner, we will appoint another partner or other senior solicitor in the firm to investigate it. In any case, the person appointed will be someone other than the person you are complaining about.
3. The appointed partner or senior solicitor dealing with your complaint may invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the partner or senior solicitor dealing with your complaint will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible or practicable, the partner or senior solicitor dealing with your complaint will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 21 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 partner or senior solicitor to review the decision.
7. We will write to you within 14 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 with our handling of your complaint you can ask the Legal Ombudsman at PO Box 6167, Slough, SL1 0EH, telephone 0300 555 0333 or [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) to consider the complaint. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you. You may also be able to seek redress from our regulator, the Solicitors Regulation Authority.