

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 write to us with details, addressing your letter to Mr. S. Lodh, our Client Care Solicitor and Principal at the Nottingham office.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain any additional details that may be needed. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 days of us receiving your complaint. Within that period we will log your complaint.
2. We will then start to investigate your complaint. This will normally involve our Client Care Solicitor discussing your complaint with the person who dealt with your case and any other relevant parties and also examining all relevant files.
3. The Client Care Solicitor will aim, within 20 days of your complaint, to send you a written reply including his suggestions which we hope will resolve your complaint.
4. At this stage, if you are still not satisfied, please let us know in writing and we will arrange to review our decision. This will happen in one of the following ways:
 1. A senior Solicitor in the firm will review the Client Care Solicitor's decision within 15 days.
 2. We will ask our local Law Society or another local firm of solicitors to review your complaint. We will let you know how long this process will take.
 3. We will invite you to agree to independent mediation within 5 days. We will let you know how long this process will take.
5. We will let you know the result of the review within 5 days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you the name and the address of the Legal Complaints Service so that you may contact them if you are still not satisfied. A six month time limit normally applies to complain
6. If we have to change any timescale above, we will let you know and explain why. Any reference to days in this document is a reference to working days.