COMPLAINTS PROCEDURE

Our Policy

We are committed to providing a high quality legal service to all our clients. When something goes wrong you need to tell us about it. This helps us to improve our standards and our service to you.

Our Procedure

If you are unhappy with the way in which any issues which have been raised by you have been dealt with, and you wish to make further contact with this firm, please contact Pam Halladay at 14 - 18 Friar Lane, Leicester, LE1 5RA, by e-mail: pam.halladay@d-w-s.co.uk or by phone: 0116 2999 199.

If we have to change any of the timescales set out below we will let you know and explain why.

What will happen next?

If you have written to us, we will acknowledge your letter by return of post. If you have telephoned us, we will write to you acknowledging the phone call. In both instances we aim to provide an acknowledgement letter within 7 working days of receipt of your complaint. You will also be given the name of the person assigned to deal with any issues that you have raised. At the same time, we will be able to give you a time frame for investigation of the issues raised by you.

We will note the issues in our central register and open a separate sub-file for correspondence and notes.

Investigation

We will then investigate the issues raised by you. We aim to complete our investigation within 8 weeks of the date that we write to you acknowledging your complaint where it is reasonably practicable to do so. There may be instances where our investigations may take longer to complete, and in those circumstances, you will be notified. If, however, your complaint is one which relates to an ongoing transaction we will endeavor to deal with the same within 21 working days of receipt of your complaint.

The investigation may involve one or more of the following steps:

(a) Examining the relevant file
(b) A member of staff, the head of department or the client care representative telephoning you to discuss the matter further
(c) Asking for further information
(d) Writing to you in detail
(e) Inviting you into the office to discuss the matter further

When we have completed our investigation, we will let you know either in writing or by telephone.

What if the matter remains unresolved?

If after investigating the matter there remain issues that are unresolved we will invite you to meet us to discuss the matter further and hopefully, reach a resolution. Within 14 working days of that meeting we will write to you and confirm our discussions together with any solutions we have agreed with you.

If you do not wish to meet or it is not possible to meet we will write to you and provide our response, which will include our suggestions to resolve the matter.

Review

In the event that the matter should remain unresolved you may ask us to review the decision. This will happen within 14 working days of your request in one of the following ways:

(a) The person who dealt with the matter will review their decision and contact you again either by letter or telephone
(b) We will arrange for a solicitor in the firm who has not been involved in your matter to review it.
(c) Sameer Karim will conduct a review
(d) Our local Law Society or another local firm of Solicitors will be asked to carry out a review
(e) We will ask for the matter to be referred for independent mediation

We will advise you of the result of the review in writing within 7 working days of the review. We will confirm our final position on the issues and explain the reasons.

Legal Ombudsman

If we have not been able to resolve the issues to your satisfaction you may forward your complaint to the Legal Ombudsman following completion of our internal complaints handling procedure (as above).

Please note that the time limit for a matter to be referred to the Legal Ombudsman is 6 months from the end of our complaints procedure having been exhausted.

The contact details for the Ombudsman are as follows: -

Legal Ombudsman
PO Box 15870
Birmingham
B30 9EB

Tel 0300 555 0333
Email enquiries@legalombudsman.org.uk

Your happiness is important to us. We take all issues of dissatisfaction seriously and treat them with priority