

WILLETTS & CO SOLICITORS

Our Complaints Policy

We are committed to providing a high-quality legal service to all our clients. When something does 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, contact us with the details.

What will happen next?

- 1 We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. 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 2 days of us receiving your complaint.
- 2 We will record your complaint in our central register and open a separate file for your complaint. We will do this within a day of receiving your complaint.
- 3 We will then start to investigate your complaint. This will normally involve the following steps.
 - We will pass your complaint to Mrs Tracy Willetts, our client care solicitor, within 3 days
 - She will ask the member of staff who acted for you to reply to your complain within 5 days.
 - She will then examine their reply and the information in your complaint file. And, if necessary, she may also speak to them. This will take up to 3 days from receiving their reply and the file.
- 4 Mrs Willetts will then invite you to a meeting and discuss and hopefully resolve your complaint. She will do this within 3 days.
- 5 Within 2 days of the conversation Mrs Willetts will write to you to confirm what took place and any solutions she has agreed with you.

If you do not want a meeting or it is not possible, Mrs Willetts will send you a detailed replay to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 days of completing her investigation.

6 At this stage, if you are still not satisfied you can let us know. We will then arrange to review our decision. This will happen in one of the following ways.

- We will ask our local Law Society or another local firm of solicitors to review your complaint within 5 days. We will let you know how long this process will take.
- We will invite you to agree to independent mediation within 5 days. We will let you know how long this process will take.

7 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 address of the Legal Ombudsman. If you are still not satisfied, you can contact them about your complaint. We confirm that the time limit for making a complaint to the Legal Ombudsman is six months.

If we have to change any of the timescales above, we will let you know and explain why.