**WOOLLCOMBE YONGE**

**COMPLAINTS PROCEDURE**

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 improve our standards.

It is hoped most complaints can be resolved by the matter being referred to a Head of Department. If the complaint cannot be resolved by the Head of Department the complaint will be passed to the firm’s Complaints Officer, Tracey Wright, for consideration.

If you have a complaint please write to us with the details. Address your letter to the Complaints Officer, Tracey Wright. Complaints relating to any work undertaken by Tracey Wright ought to be addressed to Partner, Tracey Baker.

Our procedure for dealing with your complaint is set out on the enclosed form.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint. The legal Ombudsman can be contacted via: www.legalombudsman.org.uk Tel: 0300 555 0333, or at PO Box 6806 Wolverhampton WV1 9WJ.

|  |  |  |
| --- | --- | --- |
| Details | Action | Date |
| On receipt of a letter of complaint we will send you a letter acknowledging your complaint and asking you to confirm or explain any particular detail. | Within 2 days of receiving complaint |  |
| Record complaint in the central complaints register | Within 1 day or on receipt of the complaint |  |
| Commence investigation of complaint:-   * We may ask the person who acted for you to comment on the complaint to the person handling the complaint * We will examine the reply and your file. We may then ask the person who acted for you for additional information | Within 7 days of receipt of complaint |  |
| We will send a detailed reply including suggestions for resolving the matter | Within 5 days of our completing the investigation but no later than 21 days after receipt of the complaint |  |
| If at this stage you are not satisfied you can write to us again. We will arrange to review our decision. Another solicitor with the firm will review the decision | Within 10 days of the further letter |  |
| We will write with the outcome of the review and confirm our final position on the complaint. | Within 5 days of final review |  |