**POWELLS WALTON COMPLAINTS PROCEDURE**

We are committed to providing a high-quality legal service to our clients. When something goes wrong, we need you to tell us about it. This will help us to sort out any mistakes or

misunderstandings, and to improve our standards.

If you have a complaint, please raise the problem with the Lawyer responsible for your matter,

or if you prefer, our Complaints Partner, **CHRISTOPHER POWELL**.

What will happen next?

1. We will acknowledge receipt of your complaint in writing within three days of receiving

it.

2. We will then investigate your complaint. This will normally involve our complaints

partner reviewing your file and speaking to the member of staff who acted for you.

3. Within 14 days of sending you the acknowledgement letter our complaints partner will

invite you to a meeting to discuss and resolve your complaint. If you do not want a

meeting or it is not possible, our complaints partner may instead offer you a chance to

discuss the matter by telephone.

4. Within three days of the meeting, or any telephone conversation we have with you

instead of a meeting, our complaints partner will write to you to confirm what took

place and any solutions we have agreed with you.

5. In any case he will send you a detailed written reply to your complaint, including his

suggestions for resolving the matter, within 21 days of sending you the written

acknowledgement of your complaint referred to in paragraph 1 above.

6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for CHRISTOPHER POWELL to review his own decision …… or ….. appropriate

alternative such as review by another local Solicitor or Mediation) 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 we have to change any of these timescales, we will let you know and explain why.

9. If you are still not satisfied, you can contact the Legal Ombudsman, P O Box 6806,

Wolverhampton, WV1 9WJ about your complaint. Any complaint to the Legal

Ombudsman must usually be made within six moths of the date of our final written

response on your complaint but for further information, you should contact the Legal

Ombudsman on ***0300 555 0333*** or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). Note that

the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available

from the Legal Ombudsman.

10. If a complaint cannot be resolved, you may also be able to ask for it to be referred to a

process of alternative dispute resolution using a certified provider. We are not required

to agree to such a request. In any case this is not available to businesses, only consumers. We will give you more information about that right if it becomes relevant.

**FINAL NOTICE TO CONSUMER CLIENT AT END OF THE COMPLAINT PROCEDURE**

Because you are a consumer rather than a business and we have exhausted our internal complaint handling procedure, we are required by law to notify you of two options which may

assist you if you are still not satisfied.

1. You can contact the Legal Ombudsman, P O Box 6806, Wolverhampton, WV1 9WJ about

your complaint. Any complaint to the Legal Ombudsman must usually be made within

six months of the date of our final written response on your complaint but for further

information, you should contact the Legal Ombudsman on ***0300 555 0333*** or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). Note that the Legal Ombudsman service cannot

be used by businesses or most other organisations unless they are below certain size

limits. Further details are available from the Legal Ombudsman.

2. The following body would be competent to deal with your complaint using what is known as Alternative Dispute Resolution (also known as ADR); the three available

providers are **Ombudsman Services.**  Depending on the circumstances of the case

we are not prepared to submit your complaint to an alternative dispute resolution procedure operated by that body.