

Complaints handling procedure

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner/principal, Uyiosasere Obaseki, who will review your matter file and speak to the member of staff who acted for you.
3. Uyiosasere Obaseki will/may then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Uyiosasere Obaseki will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, Uyiosasere Obaseki will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. 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.
7. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must usually be made:
 - a) Within six months of the end of the work we did for you, or
 - b) Within six years of the date of the act complained of or three years when you should have known of the act to complain of

For further information you should contact the Legal Ombudsman (0300 555 033 or refer to www.legalombudsman.org.uk)

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

Grazing Hill Law Partners