

Complaints Handling Policy

Trusted Solicitors & Advisers
ThomsonHaytonWinkley



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 to improve our standards. 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 receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to one of our directors, Simon Theobald or John Cooke, who will review your matter file and speak to the member of staff who acted for you.
3. The director dealing with your complaint will then either invite you to a meeting to discuss and hopefully resolve your complaint, or alternatively write to you with his response to the complaint, within 21 days of sending you the acknowledgement letter.
4. Within three days of any meeting, the director dealing with the complaint will write to you to confirm what took place and any solutions he has agreed with you.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another director to review the decision.
6. We will write to you within 21 days of receiving your request for an interview, confirming our final position on your complaint and explaining our reasons.
7. If you are still not satisfied, you can contact:

Legal Ombudsman
PO 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 to your complaint, but for further information, you should contact the Legal Ombudsman at the above address, or on 0300 555 0333 or at enquiries@legalombudsman.org.uk

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