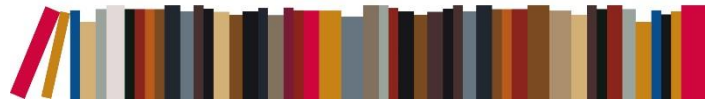


Complaints Handling Policy

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 or email 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, John Cooke or Fiona Ward, 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 we have to change any of the timescales above, we will let you know and explain why.
8. If you are still not satisfied, you can contact about your complaint:

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

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.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern.

You can also complain to the Solicitors Regulation Authority (the SRA) in certain circumstances. For more information see <https://www.sra.org.uk/consumers/problems/>
Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN
Telephone 0370 606 2555.