

## **Our Complaints Procedure**

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

If you have a complaint, please contact Adam Tedstone at our offices, or complete and forward the attached complaint form to him ([Client Complaint Form](#)). Adam Tedstone will manage your complaint according to the timescales set out below. If we have to change any of these timescales, we will let you know and explain why.

### **What will happen next?**

1- We will send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate, we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint.

2- We will look into your complaint and advise you of our initial view of matters within ten working days. We will contact you by whatever means you have indicated is preferable to you.

3- If appropriate, we will then invite you to discuss matters within five working days and hopefully resolve your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, Adam Tedstone will write fully to you, setting out his views on the situation and any redress that we feel would be appropriate.

4- Within five days of any meeting or telephone discussion, we will write to you to confirm what took place and any suggestions that we have agreed with you.

5- At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 days. This may include independent mediation, either formal or informal and we will let you know how long this process will take.

6- We will let you know the result of the review within five days of the end of the review. At this time, we will write to you, confirming our final position on your complaint and explaining our reasons.