

MARTIN TOLHURST PARTNERSHIP **WRITTEN COMPLAINTS PROCEDURE**

CLIENT INFORMATION

1. Any initial dissatisfaction that you have, should be resolved quickly and amicably with the Fee Earner dealing with your file. Please make it clear to the Fee Earner the nature of your concerns, and how you feel they can best be addressed.
2. In the event that your concerns go beyond mere dissatisfaction, please make a written complaint clearly identifying the nature of your complaint.
3. All Fee Earners in Martin Tolhurst Partnership have a Supervising Partner. The written complaint will be given to the Supervising Partner for the Fee Earner concerned together with the file, preferably on the day that the complaint is received.
4. The Supervising Partner will write to you confirming the fact that the complaint is being investigated. The Supervising Partner will provide a written report dealing with the nature of the complaint, and their findings on the complaint within five working days. The Supervising Partner will confirm whether any redress is required or not, and the reason for any redress or not.
5. Hopefully the complaint will be full resolved at this stage. All Supervising Partners take complaints extremely seriously and wish to ensure quick and efficient resolution of complaints.
6. If you remain dissatisfied, either because you feel that your original complaint has not been resolved, or with how the complaint has been dealt with, then it will be confirmed to you that the matter could be raised further with the Complaints Partner of the firm. Their details will be given to you.
7. If necessary the Complaints Partner will then fully review the initial complaint, the investigation of the complaint and the action taken. The Complaints Partner will consider whether any further action is required, and advise you quickly of any action that is proposed by the firm following their further investigation of the matter. The Complaints Partner may seek to negotiate any further action with you if appropriate.
8. If you remain dissatisfied after the Complaints Partner has investigated the matter, then the firm's Complaints Procedure has been exhausted.
9. **If you remain dissatisfied at that stage then you can raise the matter with the Legal Ombudsman, in writing to PO Box 15870, Birmingham, B30 9EB, or you can contact them by email at enquiries@legalombudsman.org.uk or by telephone on 0300 555 0333 (website www.legalombudsman.org.uk) who deal with complaints about solicitors. The Legal Ombudsman must be contacted within 6 months of your last contact with us.**