

MARTIN TOLHURST WRITTEN COMPLAINTS PROCEDURE - COMPLAINTS ABOUT OUR SERVICE

1. Any initial dissatisfaction that you have on the service that has been provided 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 concern and how you feel this can best be addressed. This dissatisfaction can be in writing or verbally, but make it clear it is dissatisfaction about service.
2. In the event that your concerns about our service go beyond initial dissatisfaction, please raise your concerns in writing or verbally with the Supervising Partner of the fee earner dealing with your matter.
3. All fee earners at Martin Tolhurst have a Supervising Partner and this person will have been identified in our initial letter to you. The written complaint (if you raise it by email or by letter) will be given to the Supervising Partner for the fee earner concerned, together with the file as soon as the complaint is received.
4. The Supervising Partner will write to you confirming the fact that the complaint has been logged and is being investigated. They will identify the complaint issues that they believe you have raised and the timescale for investigating the matter. Their investigation and findings on the complaint will be dealt with within 14 days. They will confirm whether any redress is required and the reason for any such proposal.
5. Hopefully, the complaint will be fully resolved at the stage. All Supervising Partners take complaints seriously, will investigate matters fully and seek to ensure a quick and efficient resolution of any issues.
6. If you remain dissatisfied after the Supervising Partner has investigated the matter, either because you feel your complaint has not been resolved or how the complaint has been dealt with, then it will be confirmed to you that the matter can be raised with the Complaints Partner of the firm. The Complaints Partner's details will be given to you.
7. The Complaints Partner will fully review the matter. They will review the initial complaint, the investigation of the complaint and the proposed redress/action that has been taken. They will consider whether further action is required. The Complaints Partner will notify you initially the issues that they are looking at and the timescale in which they expect to investigate the matter and report back to you. A full response of the Complaints Partner will be sent to you within 14 days of the matter being referred to the Complaints Partner. The Complaints Partner may seek to contact you to negotiate any further action if appropriate.
8. If you remain dissatisfied after the Complaints Partner has separately investigated the matter, then our complaints procedure has been exhausted. If you remain dissatisfied at this stage, you can raise the matter with the Legal Ombudsman, which is a free service, in writing to Legal Ombudsman, PO Box 6167, Slough, SL1 0EH or you can contact them by email at enquiries@legalombudsman.org.uk or by telephone on 0300 555 0333. Their website is www.legalombudsman.org.uk and they deal with complaints about the service provided by solicitors. The Legal Ombudsman should normally be contacted within six months of your last contact with us to enable them to deal with matters. They will allocate a case reference and advise you of the likely timescales of investigating the matter.