

COMPLAINTS ABOUT SERVICE PROCEDURE – HOW IT WORKS



Initial Client Dissatisfaction raised with Fee Earner



Fee Earner tries to resolve informally to Clients full satisfaction



Issue resolved to Satisfaction of the Client?

YES

No further complaints action required

*Complaint to acknowledgment maximum 7 days

NO

Written complaint made by client



File investigation by supervising Partner

*Acknowledgment to first complaint response further 14 days



Issue resolved to Satisfaction of the Client?

YES

No further complaints action required

NO

Matter referred to Firm's complaints Partner for investigation

*If still not satisfied then 7 days from appeal to acknowledgment

*14 days for final response



Issue resolved to Satisfaction of the Client?

YES

No further complaints action required

NO

Client informed of full details of The Legal Ombudsman (LeO)