

1. 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 us to improve our standards.
  - We recognise that “complaints” can vary greatly in significance. It may be that you wish to complain about something and wish to have this complaint taken seriously and acted upon, but do not wish to invoke our formal complaints procedure.
  - If you do have a complaint, for example, that one of our fee earners has not returned your telephone call, you may simply want an apology and for your call to be returned and for this always to happen in future - it is our intention that calls should always be returned, on the same day where possible, but you will appreciate that this is not always possible. However, if you are dissatisfied you should certainly tell us so. We will not, however, treat this as a formal complaint unless you ask us to do so.
2. If we receive a letter of complaint from you, we will endeavour to acknowledge your letter within 3 working days and either treat the matter as a formal complaint or ask if you wish us to do so.
  - If as a result of your letter and/or subsequent response we instigate the formal complaints procedure we will log the complaint and deal with it in the following manner.
  - If the complaint is against a fee earner or other member of staff, who is not a Partner, the matter will be considered initially by the Head of Department who will write to you to acknowledge the complaint and to confirm that they are dealing with it formally and may ask you for further information regarding the circumstances and nature of the complaint.
  - The Head of Department will then ask the Fee Earner (and other members of staff if necessary) to provide full information and a response to the issues raised in your complaint.
  - Within 14 days, or sooner if possible, the Head of Department will write to you again to reply to your complaint, tell you what action we propose to take and, we hope, resolve the position.
  - If your complaint is against a Partner then that complaint will be dealt with by the Complaint Handling Partner for the firm, Danielle Peters (and in her absence, or if the complaint is against her, it will be dealt with by Sharon Montgomery).

3. If you advise us that you are not satisfied with the response received the matter will then be passed to the Complaints Handling Partner with details of any further information you provide and that person will then review the response made and your complaint and reply to you within a further 7 days, if at all possible.
4. We will always try to learn from any complaints made, issue fresh instructions to staff if this would appear helpful and set up procedures to try to avoid such a situation arising again.