

## **JONES LAW PARTNERSHIP – COMPLAINTS PROCEDURE**

### **Our Complaints policy**

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

### **Our complaints procedure**

If you have a complaint, contact Vikki Jones or Margaret Williams with the details.

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

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person, either Vikki Jones or Margaret Williams who will be dealing with your complaint. You can expect to receive our letter within two days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within a day of receiving your complaint.
3. We will then start to investigate your complaint. This will normally involve the followings steps.
  - \* We will pass your complaint to Vikki Jones or Margaret Williams within three days.
  - \* She will ask the member of staff who acted for you to reply to your complaint within 7 days.
  - \* She will then examine their reply and information in your complaint file. And, if necessary, she may also speak to them. This will take up to 5 days from receiving their reply and the file.

Vikki Jones or Margaret Williams will then invite you to a meeting and discuss and hopefully resolve your complaint. They will do this within three days.

4. Within 5 days of the meeting Vikki Jones or Margaret Williams will write to you to confirm what took place and any solution they have agreed with you.

If you do not want a meeting or it is not possible, Vikki Jones or Margaret Williams will send you a detailed reply to your complaint. This will include his or her suggestions for resolving the matter, Vikki Jones or

Margaret Williams will do this within five days of completing the investigation.

5. At this stage, if you are still not satisfied you contact us again. We will then arrange to review our decision. This will happen in one of the followings ways.

- \* Another solicitor of the firm will review Vikki Jones/Margaret Williams decision within 10 days.

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. We will also give you the name and address of our Consumer Complaints Service. If you are still not satisfied, you can contact them about your complaint.

If we have to change any of the timescales above, we will let you know and explain why.

7. Should you then not be satisfied, you may take your complaint to the Legal Ombudsman. This must usually be done with six months' time of the client receiving a final written response from us. If you require further information in this regard, please contact the Legal Ombudsman on 0300 555 0333 or visit their website on [ww.legalombusdman.org.uk](http://www.legalombusdman.org.uk). If you prefer to contact them by post, the address to write to is The Legal Ombudsman, PO Box 6806, Wolverhampton WV19WJ.
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