
Complaints Handling Policy

January 2017

Our Complaints Handling Policy

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.

If you have a complaint, we have a three stage process.

Stage 1

1. We are confident that the majority of complaints can be dealt with quickly by an open and constructive discussion. If you are dissatisfied with the service you have received, please raise your complaint with the Initial Complaint Handler (as identified within the Scope of Work provided at the outset of your case).
2. Your Initial Complaint Handler will acknowledge your complaint within 1 working day of receiving details of your dissatisfaction and will then seek to resolve the issue in discussions and/or communication with you within 10 working days.
3. The outcome will be confirmed to you in writing and you will be provided with a copy of this policy.

Stage 2

4. In the event that you remain dissatisfied you can contact the Complaints Manager (as identified within the Scope of Work provided at the outset of your case).
5. The Complaints Manager will send you a letter acknowledging receipt of your complaint within 4 working days of receiving it.
6. They will then arrange for your complaint to be fully investigated.
7. A detailed written reply to your complaint, including any suggestions for resolving the matter, will be sent to you within 10 working days of the date of the acknowledgement letter.

Stage 3

8. At this stage, if you are still not satisfied, you should contact us again to request a review and we will escalate the matter to Sarah Watkins, our compliance officer. You can do this either by e mail to sarah.watkins@new-law.co.uk or by post to Belmont House, Churchill Way, Cardiff. CF10 2HE.
9. She will review the matter and will write to you within 15 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If you remain unsatisfied, you can then contact the Legal Ombudsman (LeO) at PO Box 6806, Wolverhampton, WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final decision on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at www.legalombudsman.org.uk. The email address is enquiries@legalombudsman.org.uk and overseas callers may telephone on +44 121 245 3050. Minicom 0300 555 1777

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

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