



MWR Solicitors

# COMPLAINTS PROCEDURE



## CONTACT US

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## OUR COMPLAINTS POLICY

We are sorry that you feel the standard of our service has fallen below your expectations, and that you have felt it necessary to complain. We will do our best to investigate your complaint promptly and thoroughly and hope that we can reach a solution that you find satisfactory.

We take all complaints seriously and use the information gained from them to improve our service.

Please be assured that your complaint will not affect the manner in which your matter is being dealt with, nor affect any other matter that we might deal with for you in the future.

## WHO WILL DEAL WITH YOUR COMPLAINT?

Our client care booklet advised you who to contact in the case of a complaint and you have already done this. This may be the fee earner, the partner responsible for your matter, or the client liaison partner, Jane Booker. Whoever you contacted in the first instance will attempt to resolve the matter with you. If this is not possible your complaint will be passed on to the next more senior person, until the matter is resolved.

If you are seeking financial compensation by way of recompense, or if you are alleging negligence, or if you request that we do so, the complaint will be passed immediately to Jane Booker.

## WHAT HAPPENS NEXT?

Your complaint has already been logged in a central complaints register. This is maintained so that we can keep track of individual complaints to make sure they are properly dealt with. It also allows us to monitor the causes of complaints to help us improve our standards.

You may have already spoken to someone on the telephone about your complaint in which case the procedure will have been explained to you.

We will now write to you (within 3 days of initially receiving your complaint) to explain our understanding of the problem, and to ask you to provide further information if this is needed.

When the circumstances are clear, we will be able to investigate your complaint. We will contact you again as soon as we can, once our investigation is complete, but in the case of complicated matters, this may take up to 21 days from when we receive the information we have asked you for. In rare cases, we may be unable to reach a conclusion within this period, in which case we will advise you about the delay, and let you know when you can expect to hear from us again.

## HOW WILL THE COMPLAINT BE RESOLVED?

When the matter has been thoroughly investigated, a decision will be taken about whether or not your complaint was justified, and what remedy if any, should be offered.

Depending on the circumstances, you may be invited to have a meeting with us, or we may write to you, or telephone you. However contact is made, we will let you know our conclusions and the reasons for them. If our conclusion is that a complaint is not justified, we will try and explain in detail the reason we have arrived at that decision.

If we agree that the complaint is justified, we will put forward our suggestion of what remedy can be offered. This may be specific action (completing a task that we failed to complete for example), a reduction in your fee, financial compensation, or simply an apology and acknowledgement that we were at fault.

You will be asked to confirm that you are satisfied that the complaint has been resolved.

## WHAT HAPPENS IF YOU ARE STILL NOT SATISFIED?

If you are still not satisfied, you can ask that the matter be referred to the next more senior person, or if that process has been exhausted, you can ask that your complaint be looked at by another partner. Whoever the matter is referred to will contact you within 10 working days.

If after that stage you are still not satisfied, you can complain to the Legal Ombudsman. Contact details are below:

### **Legal Ombudsman**

PO Box 15870  
Birmingham  
B30 9EB

**Telephone:** 0300 555 0333

**Email:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

If you do wish to ask for their help in resolving your complaint you must contact them within 6 months of our final response.