

OUR COMPLAINTS 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.

Our complaints procedure.

If you have a complaint, contact us with the full details in writing either by letter or email.

What will happen next?

1. 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.
2. We will then start to investigate your complaint.
3. Michelle Davidson-Smith will within 14 working days write to you to setting out your complaint and any comments forthwith.
4. At this stage, if you are still not satisfied, you contact us again. We will then arrange to review our decision.
5. We will let you know the result of the review within five working days of the end of the review. At this time we will write to you confirming and explaining our reasons.
6. Should you feel the complaint is not resolved, you should refer your complaint to the Legal Ombudsman. The details of which can be found within your Client Care Letter.

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

1 Rush Court, Bedford, MK40 3JT