



WBW Solicitors Complaints Policy and Procedure

Our complaints policy

We are committed to providing a high quality legal service to all our clients. When something goes wrong, we will do our best to rectify the problem as quickly and hassle-free as possible. Our aim is to continue to improve our standards.

What will happen next?

1. We will send you a letter within four days acknowledging your complaint. If appropriate, we may ask you to clarify or explain any details, and/or suggest a meeting at this stage.
2. We will record your complaint in our central register.
3. Mrs Jane Couch, Client Care Partner, will then investigate your complaint, examining the relevant file and speaking with members of staff, as appropriate.
4. If appropriate, we will then invite you to meet Mrs Couch, or to discuss the matter with her over the telephone with a view to resolving your complaint. We should be in a position to do this no longer than twenty-one days after first receiving your complaint.
5. Within two days of that discussion, we will write to you to confirm the discussion that took place and any suggestions or proposals that we have made or agreed with you to resolve the complaint.
6. If you would prefer not to meet, or if it is not convenient or appropriate, or if we cannot arrange it within an acceptable timescale, Mrs Couch will write fully to you setting out her views on the situation and any suggestions we may have to resolve it. Again, we should be in a position to do this within twenty-one days of receiving your complaint.
7. If you are not satisfied with the conclusion of the complaint process, you have the right to complain to the Legal Ombudsman. In order for the Legal Ombudsman to consider your complaint, you must report it within six months of our final response to you at the conclusion of our internal complaints process. The Legal Ombudsman can be contacted via their website www.legalombudsman.org.uk, or by email to enquiries@legalombudsman.org.uk, by telephone on 0300 555 0333 or in writing to Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ; Or
8. Ask an Alternative Dispute Resolution approved body – approved by the Chartered Trading Standards Institute (CTSI) www.tradingstandards.uk/commercial-services/adr-approved-bodies

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

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