

Complaints Procedure

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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, please contact Brian Rogers, the person responsible for dealing with client care issues. You can contact him by post at Queens Chambers, 5 John Dalton Street, Manchester, M2 6ET, or via email at brian.rogers@lhs-solicitors.com.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve reviewing your file and speaking to the member of staff who acted for you.
3. Brian Rogers will then invite you to a meeting and discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting Brian Rogers will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Brian Rogers will send you a detailed reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a partner to review our decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can contact the Legal Complaints Service at Victoria Court, 8 Dormer Place, Leamington Spa, Warwickshire, CV32 5AE about your complaint. Any complain to the Legal Complaints Service 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 Complaints Service (0845 608 6565 or refer to www.legalcomplaints.org.uk).

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