



SILVER SHEMMINGS ASH

CONSTRUCTION & REAL ESTATE LAW

COMPLAINTS HANDLING POLICY

At Silver Shemmings Ash 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, please send a letter or email to us detailing your concerns.

What will happen next?

The Partner responsible for the office working with you will deal with your complaint in the first instance. They will acknowledge receipt of your complaint within five working days of receiving it. They will enclose a copy of this procedure and will ask you to confirm or explain the details.

The Partner will then investigate your complaint and will review your matter file and speak to any other member of staff who acted in this matter for you.

Within 14 days of sending you the acknowledgment letter, the Partner responsible will invite you to a meeting to discuss and hopefully resolve the matter. Within three days of the meeting, the Partner will write to you to confirm what took place and any solution that has been agreed with you.

If you do not want a meeting or if it is not possible, the Partner responsible will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 10 working days of sending you the acknowledgement letter.

At this stage, if you are still not satisfied, you should write to us again. Either Richard Silver or Sarah Shemmings as the Compliance Officers for the practice will then review the previous decision. They will write to you with their findings within a further 10 working days

If you remain dissatisfied, you are able to raise your complaint with **The Legal Ombudsman (LeO) who can be contacted as follows: PO Box 6806, Wolverhampton WV1 9WJ, Tel: 0300 5550333** Web: www.legalombudsman.org.uk

Please note that there are time limits for submission of a complaint to LeO. LeO will accept a complaint made within 6 years of the act or omission giving rise to the complaint, or within 3 years of you being reasonably aware of the complaint, this time limit being applicable after 6th October 2010. Where the act or omission took place prior to 6th October 2010, the complaint must be raised with LeO within 3 years of when you should have been reasonably aware of the complaint. In addition you must raise the complaint within 12 months of the final response under our internal complaints procedure

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