

## COMPLAINTS PROCEDURE

### 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, write to us with the details. You can email [agreen@nealeturk.co.uk](mailto:agreen@nealeturk.co.uk) or write to us at 27-31 Reading Road South, Fleet, GU52 7QP

### What will happen next?

1. We will send you a letter acknowledging your complaint and, if necessary, we will ask you to confirm or explain the details set out. You can expect to receive our letter within two working days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within one working day of receiving your complaint.
3. We will acknowledge your reply to our acknowledgement letter, and you can expect to hear from us within two working days of your reply.
4. Within five working days of receipt of your complaint or receipt of any confirmation or explanation requested (whichever is the later) we will then start to investigate your complaint. This will normally involve the following steps:
  - ~ we will pass your complaint to Mr Green, our Client Care Partner, within three working days
  - ~ he will ask the member of staff who acted for you to comment on your complaint within five days
  - ~ he will then examine their comments and the information on your complaint file. He will also speak to the member of staff. This will take up to three working days from receiving their comments and the file

- 
5. Mr Green will send you a detailed reply to your complaint and, if he feels the complaint is justified, he will include suggestions for resolving the matter. He will send the reply within five working days of completing his investigation.
  6. At this stage, if you are still not satisfied, you can write to us again and we will then arrange for our decision to be reviewed by another partner in a different office within ten working days.
  7. 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 our final position on your complaint and explaining our reasons. We will also give you the name and address of the Solicitors' Regulation Authority. If you are still not satisfied you can contact them about your complaint.

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

If we are unable to resolve your complaint within eight weeks of it being made, you may have the right to refer it to the Legal Ombudsman. This must be within six months of receiving a final written response from us and within six years of the act or omission about which you are complaining (or if outside of this period, within three years of when you should reasonably have been aware of it).

Legal Ombudsman contact details:

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

0300 555 0333

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

[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)