

CANDEY

COMPLAINTS HANDLING POLICY

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.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint but we would prefer to resolve any problem in a quicker time frame if possible. If we have not resolved it within this time you may complain to the Legal Ombudsman.

What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within ten working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner and Chairman, Nigel McEwen who will review your matter file and speak to the member(s) of staff who acted for you. If the complaint is against Nigel McEwen, the firm's managing partner will investigate the complaint.
3. Nigel McEwen will then either invite you to a meeting to discuss and hopefully resolve your complaint or send a detailed letter or email setting out his views on the complaint, which will include our suggestions for resolving the matter. He will seek to do this within 20 working days of sending you the acknowledgement letter.
4. Within five working days of any meeting, Nigel McEwen will write to you to confirm what took place and any solutions he has agreed with you.
5. After any further communication and if you are still not satisfied, you can then contact the:

Legal Ombudsman,
PO Box 6806,
Wolverhampton
WV1 9WJ

about your complaint.

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk

6. You also have at all times a right to complain to the Solicitors Regulation Authority (SRA) details of which are set out here: <https://www.sra.org.uk/consumers/problems/report-solicitor/>