

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.

If you have a complaint, which you cannot resolve directly with the fee earner handling your matter, then in accordance with section 58 of our terms of business, please write to the appropriate Head of Department whose details should be in the Letter of Engagement or may otherwise be obtained from our website at www.downslaw.co.uk.

What will Happen Next?

1. We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this Procedure.
2. We will then investigate your complaint. This will normally involve the appropriate Head of Department reviewing your matter file and speaking to the member of staff who acted for you.
3. The Head of Department will respond in detail to your complaint within 10 working days of the acknowledgement letter. If this timescale is not achievable, the Head of Department will inform you of the reasons why this is not possible and advise you of the anticipated reply date.
4. The Head of Department will give you proposals for resolving your complaint if it is considered a justified complaint. You may be invited to a meeting to discuss the complaint and in any event you may request such a meeting.
5. At this stage, if you are still not satisfied, you should contact us again in writing and we will arrange for the Senior Partner to review the decision.
6. We will write to you within 10 working days of receiving your request for a further review confirming our final position on your complaint and explaining our reasons.
7. If you are still not satisfied, you can contact the Legal Complaints Service at Victoria Court, 8 Dormer Place, Leamington Spa, Warwickshire CV32 5AE. Any complaint to the Legal Complaints Service must usually be made within 6 months of the date of our final decision on your complaint but for further information you should contact the Legal Complaints Service on 0845 608 6565 or at www.legalcomplaints.org.uk.

From a date still to be determined in the latter part of 2010, the duties of the Legal Complaints Service will be taken over by the Office for Legal Complaints (The Legal Ombudsman) telephone 0121 503 2930;
www.officeforlegalcomplaints.org.uk.

This firm is regulated by the Solicitors Regulation Authority, Ipsley Court, Barrington Close, Redditch B98 OTD, telephone 0870 606 2555;
www.sra.org.uk.

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