



Our Complaints Policy

We are committed to providing a high quality legal service to all our clients. If something goes wrong, we need you to tell us about it. This will help us to improve our standards.

In the first instance, please contact the fee earner dealing with your matter. If your complaint is not resolved to your satisfaction, please write to their Head of Department whose details can be found in the Letter of Engagement sent to you at the start of the matter or which may be found on our website www.downslaw.co.uk.

What will Happen Next?

1. We will send you a letter acknowledging receipt of your complaint within three 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 seek to provide proposals for resolving your complaint. You may be invited to a meeting to discuss the complaint and in any event you may request such a meeting. Our decision on your complaint will be given at the meeting or otherwise in writing.
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, or if we have not resolved your complaint within 8 weeks of receiving it, you can contact the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ, telephone 0300 555 0333 or via the website www.legalombudsman.org.uk.

Any complaint to the Legal Ombudsman must ordinarily meet all of the following:-

- The problem happened after 5th October 2010;
- Your complaint to the Legal Ombudsman is within 6 years of the problem happening or 3 years from when you found out about it;
- Your complaint to the Legal Ombudsman is within 6 months of our final response.

This service is only available to members of the public, very small businesses, charities, clubs and trusts.

Alternative Dispute Resolution

Alternative complaints bodies, such as ProMediate and Small Claims Mediation, are competent to deal with complaints about legal services should both you and ourselves agree to use such a scheme. However, we do not agree to use any firm within the ADR scheme.

This firm is authorised and regulated by the Solicitors Regulation Authority, The Cube, 199 Wharfedale Street, Birmingham, B1 1RN, telephone 0870 606 2555, www.sra.org.uk. Our SRA No. is 446286.