

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, please contact Michael Bauer, our client care partner. If you are willing then he will be happy to discuss your concerns informally to determine whether matters can be resolved.

If you do not wish to raise matters informally or, following informal discussions, this has not resolved matters then we request that you write to us setting out details of your complaint and how you would like your complaint to be resolved.

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

What will happen next?

1. Once we have received your complaint, we will send you a letter acknowledging your complaint and may ask you to confirm or explain any details. If it seems appropriate we will suggest a discussion at this stage. We will also let you know the name of the person who will be dealing with your complaint.
2. We will then record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the relevant file.
3. If appropriate we will then arrange to discuss by telephone your complaint with the person handling your complaint. We hope that this will resolve your complaint. We would hope to be in a position to arrange this initial discussion no longer than 14 days after first receiving your complaint. If you would prefer not to discuss your complaint or if we cannot arrange this discussion within an appropriate timescale, we will write to you setting out our views on the situation and any redress that we would feel to be appropriate.
4. Within 14 days of any discussion we will write to you to confirm what took place and any suggestions that we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, please let us know why you remain dissatisfied with the outcome. Again, we may request that you put your reasons in writing. We will then arrange to review our decision. We would generally aim to do this within 14 days of receiving your confirmation that you remain dissatisfied. This will happen in one of the following ways.
 - Michael Bauer will review his own decision.
 - We will arrange for someone in the firm who has not been involved in your complaint to review it.
6. We will let you know the result of the review within 14 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 confirm the contact details of the Legal Ombudsman and the time limits for complaining. If you are still not satisfied, you can contact them about your complaint. We hope that this will not be necessary.

7. Since 1 April 2023, the time limit for referring a complaint to the Legal Ombudsman is generally one year from the date of the act or omission being complained about, or one year from when you should have reasonably known there was a cause for complaint. Additionally, the Legal Ombudsman requires complaints to be referred within six months of receiving a final response from the service provider (i.e. us) as long as we have informed you about your right to complain to the Legal Ombudsman.
8. The Legal Ombudsman (www.legalombudsman.org.uk) can be contacted by phone on 0300 555 0333, by email at enquiries@legalombudsman.org.uk or by post at Legal Ombudsman, PO Box 6167, Slough, SL1 0EH. There is also the facility to make an online complaint at <https://www.legalombudsman.org.uk/make-a-complaint/>.

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website (www.sra.org.uk) to see how you can raise your concerns with the Solicitors Regulation Authority.