

COMPLAINTS PROCEDURE

Upon receipt of a complaint this document setting out the procedure will immediately be sent to the client.

The complaint will be investigated by the partner in charge of client service, Stephen Silverman or, if he is unavailable, or in other appropriate circumstances by another partner.

The partner dealing with the complaint will discuss the complaint with the fee earner concerned and will read the file to the extent appropriate. We will aim to do this within seven days of receiving your complaint.

Within the next two days we will send you a detailed reply to your complaint with our suggestions for resolving the matter. This should happen within ten days of our receiving your complaint.

At this stage if you are still not satisfied you can, of course, write to us again and we will then review our decision. This review will be carried out as follows:

Stephen Silverman (or the partner who dealt with the complaint) will review his own decision taking into account any further comments you have made. He will also discuss those further comments with at least one other partner.

We will then write to you again setting out our final position on your complaint and explaining our reasons. We will also give you the name and address of The Legal Ombudsman. If you are still not satisfied, you can contact him about your complaint. We will respond to you in this way within seven days of our receiving your further comments.

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