

VICTOR WELSH

Solicitor & Notary Public

Complaints Handling Procedure

My complaints policy

I am committed to providing a high-quality legal service to all my clients. When something goes wrong, I need you to tell me about it. This will help me to improve my standards.

If you have a complaint, please contact me with the details. I have eight weeks to consider your complaint. If I have not resolved it within this time you may complain to the Legal Ombudsman.

What will happen next?

1. I will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. I will then investigate your complaint. I will review your matter file and speak to the member of staff who handled your file.
3. I will then invite you to a meeting to discuss and hopefully resolve your complaint. I will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, I will write to you to confirm what took place and any solutions I have agreed with you.
5. If you do not want a meeting or it is not possible, I will send you a detailed written reply to your complaint, including my suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact me again and I will arrange for an appropriate alternative such as review by another local solicitor, David Jackson of CE Law, to review the decision. The review will be arranged for the earliest possible date the reviewer is available to carry out the review which will be by consideration of the letter of complaint and my written response.
7. I will write to you within 14 days of receiving the written result of the review with a copy of the review, confirming my final position on your complaint and explaining my reasons.
8. 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 me 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.