

TJL Solicitors LLP 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 improve our standards.

If you have a complaint, please contact us with the details. We have 8 weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 3 days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Client Care Partner, Michael Saul, who will review your case and speak to the member of staff who acted for you.
3. Mr Saul will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of receiving your acknowledgement letter.
4. Within 3 days of the meeting, Mr Saul will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Mr Saul will send you a detailed written reply to your complaint, including his 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 us again and we will arrange for the Senior Partner, Russell Sutton, to review his decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact:

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint **and**
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.