**Olliers Solicitors – Complaints Handling Procedure**

**Information for clients**

We are sorry that you have felt the need to complain about the service provided by our firm.

Minor complaints can be addressed with the fee earner dealing with your case.

If you are not happy with the way in which your complaint has been dealt with I have been appointed to deal with complaints.

I am happy to deal with your complaint informally but if this is not possible a letter of complaint would be appreciated.

**Time frame**

Once your complaint is received the following timescales apply:

* We will acknowledge receipt of your complaint within four days.
* You will receive an initial response within fourteen days.
* You will receive a final response within eight weeks.
* The final response would be sooner if at all possible and may well be within the fourteen day period.

We try to ensure that complaints are handled promptly, fairly and effectively.

**Putting things right**

If we admit an error of omission we will apologise at the earliest opportunity.

We will explain if anything has gone wrong.

If appropriate, redress will be offered.

**Learning from complaints**

If we make a mistake we want to learn from it and identify ways to improve the service provided. We will tell you of any system changes made as a result of your complaint.

**Legal Ombudsman**

Finally if you are not happy with the way in which your complaint has been dealt with you can complain to the Legal Ombudsman at the following address;

Legal Ombudsman

PO Box 6806,

Wolverhampton

WV1 9WJ.

**Normally you will need to bring a complaint to the Legal Ombudsman within 6 months of receiving a final written response from us 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)**

**Legal Ombudsman contact details**

**Website: www.legalombudsman.org.uk**

**E mail enquiries@legalombudsman.org.uk**

**Telephone No 0300 555 0333**

I can be contacted as follows;

David Abbott

Solicitor

Main switchboard: 0161 834 1515

E mail : davidabbott@olliers.com