

## **DC Commercial Solicitors Complaints Handling Policy**

### **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.

If you have a complaint, please contact us with the details.

### **What will happen next?**

1. We will aim to send you a letter acknowledging receipt of your complaint within three 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 a partner who is not involved in the matter that is the subject of the complaint, who will review your matter file and speak to the member of staff who acted for you.
3. The partner dealing with the matter may then either invite you to a meeting, telephone you or write to you to hopefully resolve your complaint. He will aim to do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the partner dealing with the complaint will aim to 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 or it is more practical to deal with the matter in another way, the partner dealing with the complaint will send you a detailed written reply to your complaint, including his suggestions for resolving the matter. He will aim to do this 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 a review of the decision.
7. We will aim to 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 the Legal Ombudsman Service at PO Box 6806, Wolverhampton WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final decision on your complaint. Ordinarily a complainant must refer a complaint to the Legal Ombudsman within one year from the cause for complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

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