



COMPLAINTS POLICY

We are committed to providing a high quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right. So if something has gone wrong, including in relation to your bill, we need you to kindly tell us about it.

How do I make a complaint?

You can contact us in writing (by letter, fax or email) or by speaking with Mrs. Stumpenhusen, Director and our Complaints Manager, whose contact details are as follows:

Mrs. Remi Stumpenhusen

Director & Complaints Manager

Arnold Thomson Solicitors

205 Watling Street West

Towcester Northants

NN12 6BX.

Or via email: Remi.stumpenhusen@arnoldthomson.com

To help us understand your complaint, and so that we do not miss any important detail, please tell us:

- your full name and contact details
- what you think we have got wrong
- what you hope to achieve as a result of your complaint, and
- your file reference number (if you have it)

If you require any help in making your complaint we will try to help you.

How will you deal with my complaint?

We will record your complaint centrally.

We will write to you within 5 (five) working days acknowledging your complaint and enclosing a copy of this policy.

We will investigate your complaint. This will usually involve:

- reviewing your complaint
- reviewing your file(s) and other relevant documents, and
- speaking with the person(s) who dealt with your matter

We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time. We will update you on the progress of your complaint at appropriate times.

We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone, via email or post, whichever method suits you best.

We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 14 days of the date of our letter of acknowledgement.

What if I am not satisfied with the outcome?

If you are unhappy with the outcome of our complaints handling procedure, please first let us know and we will review the matter further.

If you are still unhappy with the outcome of the further review, you can ask the Legal Ombudsman to look into your complaint. You can contact the Legal Ombudsman as follows:

- by post at PO Box 6806, Wolverhampton, WV1 9WJ
- by telephone: 0300 555 0333, or
- by email: enquiries@legalombudsman.org.uk

You must usually refer your complaint within six months of our final written response to your complaint and within six years of the act or omission about which you are complaining occurring (or within three years of you becoming aware of it). Further details are available on the Legal Ombudsman's website: www.legalombudsman.org.uk.

What will it cost?

We will not charge you any fee for handling your complaint.

The Legal Ombudsman service is also free of charge.

Please note however, that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.