

Complaints Procedure

Christopher Davidson Solicitors LLP

Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. If 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. We have eight 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 acknowledge receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure (if not already provided).
2. We may then need to clarify the precise issues with you.
3. We will then investigate your complaint. This will normally involve our client care partner, David Mason, who will review your matter file and speak to the member of staff who acted for you.
4. David will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement.
5. Within three days after the meeting, David will write to you to confirm what took place and any solutions he has agreed with you.
6. If you do not want a meeting or it is not appropriate, David 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.
7. At this stage, if you are still not satisfied, you should contact us again and request a review and we will arrange for another partner to review the decision or if appropriate discuss with you the option of mediation.
8. 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.
9. 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 response from us about your complaint. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk. Their website which contains factsheets and FAQs is <http://www.legalombudsman.org.uk/>