

Complaints Procedure (Autumn 2018)

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.

Our Complaints Procedure

If you have a complaint, please contact Clive Borthwick, our Complaints Partner. You can contact him at 28-44 Alma Street, Luton, Bedfordshire LU1 2PL.

Clive Borthwick will usually try and resolve matters himself, but may pass your complaint to the partner in charge of the department involved in your complaint.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within two days of us receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will do this within a day of receiving your complaint.
3. We will then start to investigate your complaint. This may involve one or more of the following steps.
 - We may ask the member of staff who acted for you to reply to your complaint within five days.
 - We may examine their reply and the information in your complaint file. We may then ask them for more information. This will take up to one week from receiving their reply and the file

4. We may invite you to meet with an appropriate Partner to discuss and hopefully resolve your complaint. We will do this within one week of receiving all the details we need from the member of staff who acted for you.
5. Within three days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you.
6. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestion for resolving the matter. This will happen within five days of us completing our investigation.
7. At this stage, if you are still not satisfied you can contact us again. We will then arrange to review our decision. This will happen in one of the following ways.
 - We will review our own decision within five days
 - We will arrange for someone in the firm who has not been involved in your complaint to review it. They will do this within 10 days.
 - Clive Borthwick, our Complaints Partner, will review your complaint within 10 days.
8. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
9. If we have to change any of the timescales above, we will let you know and explain why.
10. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806 Wolverhampton WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman about our service must usually be made within six months of our final response to you. The Legal Ombudsman may not be prepared to deal with a complaint from a business unless it is regarded as a "micro business" (less than 10 employees and turning over less than 2 million euros per annum or with a balance sheet value of less than 2 million euros).
11. Alternative complaints bodies (such as Ombudsman Service or ProMediate) exist which are competent to deal with complaints about legal services should both you and we wish to use such a scheme.

Taylor Walton LLP