



Complaints Handling Policy

We are committed to providing a high-quality legal service to all our clients. However, we recognise that despite best endeavours, occasionally problems do occur. If you are unhappy about any aspect of the service you have received, we hope you will tell us about it. This will help us to continuously improve our client care.

In the first instance, it would be helpful to contact the person who is working on your case, or their supervisor, or head of department to discuss your concerns and they will do their best to resolve your complaint as early as possible.

If you do not feel able to raise your concerns with the people dealing with your case and their supervisor, and/or you remain dissatisfied with their response, please contact **Elaine Walsh**, Director of Risk & Compliance who has oversight of the firm's complaints. The risk and compliance team will investigate the matter for you and their contact details are: riskandcompliance@teeslaw.com or 0800 013 1165.

When contacting us about your complaint, please set out the following so that we can understand your complaint better:

- i. Your full name and contact details;
- ii. What you think we got wrong or could have done better; and
- iii. How you would like your complaint to be resolved.

Once your complaint reaches the final stage of investigation with the Risk & Compliance team, we will:

1. Acknowledge receipt of your complaint within one week.
2. Investigate your complaint and respond within 28 working days of our complaint acknowledgement. We may also propose a meeting with you, or a telephone call, to try to resolve your concerns. Very occasionally we will need longer to respond to your complaint but if that is the case we will explain why. In accordance with our professional obligations, we have a total of 8 weeks to resolve your complaint.
3. If, having followed the above steps, you remain dissatisfied:
 - 3.1. You can ask the Legal Ombudsman to consider your complaint but before they accept a complaint for investigation, they will check that you have tried to resolve it with us first. Complaints to the Legal Ombudsman should be made within 6 months of our final response to your complaint, or within a year of the date of the act or omission about which you are concerned or within a year of you realising there was a concern. Their details are: Legal Ombudsman PO Box 6167, Slough SL1 0EH
www.legalombudsman.org.uk
enquiries@legalombudsman.org.uk Telephone: 0300 555 0333
 - 3.2. Alternative complaints bodies such as *ProMediate* (www.promediate.co.uk) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.