



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, or about a bill, we hope you will tell us about it. This will help us to continuously improve our client care.

If you have a complaint, please initially contact the person dealing with your matter or the Department Head whose details are set out in our initial letter to you. If your concerns remain unresolved please contact Alison Popper who has responsibility for client care and whose contact details are:

Address: Tees, Tees House, 95 London Road, Bishop's Stortford, Herts CM23 3GW
Email: alison.popper@teeslaw.com Telephone: 01279 213246

What will happen next?

1. Within 5 days of receipt of your complaint we will send you a letter or email of acknowledgment together with a copy of this procedure. We will then investigate your complaint by reviewing your file(s) and liaising with the person who is/was dealing your matter. Within 14 days of acknowledging receipt of your complaint we will send you a written response addressing your concerns, including our suggestions for resolving the matter. We may also propose a meeting with you, or a pre-arranged 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.
2. Once you have received our response and/or discussed your complaint with us, if you do not consider that your concerns have been satisfactorily addressed you should contact David Redfern, the firm's Senior Partner, to request a final review. David can be contacted by post at the above address, by email: david.redfern@teeslaw.com or by telephone: 01279 710603. Within 14 days of receipt of your request David will conduct a final review and confirm the outcome.
3. If, having followed the above steps, you remain dissatisfied with our handling of your matter, or with our handling of your complaint, you can ask the Legal Ombudsman to consider your complaint. Complaints to the Legal Ombudsman should be made within 6 months of our final response to your complaint or within 6 years of the occurrence of the act of omission you are complaining about (or if outside that period within 3 years of when you should have become aware of it). For further information, you should contact the Legal Ombudsman whose contact details are as follows:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ Website: www.legalombudsman.org.uk Email: enquiries@legalombudsman.org.uk
Telephone: 0300 555 0333

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.

The Legal Ombudsman may not deal with a complaint about a bill if you have applied to the court for assessment of that bill. If it will not be possible to adhere to any of the timescales above, we will let you know in advance and will explain why.