



MEDWAY LAW COMPLAINTS PROCEDURE

Introduction

Any expression of dissatisfaction about the service you have received from Medway Law will be considered seriously and we will ensure that we respond promptly to any complaint. Medway Law is committed to providing a professional, efficient and courteous service to all our clients. If you feel that we have failed to achieve an acceptable standard of service we want you to tell us. We regard it as an opportunity to monitor and improve our quality of service. We will investigate your concerns objectively and try to generate a positive and speedy solution.

What To Do If You Have A Complaint About The Service We Have Provided

In the first instance you should contact the person dealing with your case. This is usually the person named in the initial letter sent to you at the start of your matter. You can do this either by telephone, in writing or by email. Your complaint will be acknowledged upon receipt within two working days. In most cases the person dealing with your matter will be able to resolve your concerns immediately. If this is not possible the matter will be escalated to their supervisor, and they will aim to provide a full response within seven business days. If the matter is complex you may have to wait a little longer but we will always write to you within seven business days to provide a full update on progress. We will give you an estimate as to when we can provide a full response and this should not be more than 28 days after we receive your complaint.

If you are not satisfied with the response, your complaint will be escalated to the Conveyancing Manager. They will consider your complaint, carry out an investigation and will provide a proposed solution within ten business days. If the matter is complex and it takes longer to deal with your complaint, we will contact you within ten business days to give you an approximate timescale of when you can expect a response. If we believe it would be helpful, we may suggest a meeting.

If, following investigation by the Conveyancing Manager, you remain dissatisfied with the response you can refer your complaint to the Head of Legal Practice, Kellie Quigley via email Kellie.Quigley@medway-law.co.uk, who will ensure that your complaint about the service provided by Medway Law is carefully examined and resolved as quickly as possible. You will be told about the conclusion of this review within 28 days.

Please note that a record of all complaints received and the action taken as a result are kept.

Referral To The Legal Ombudsman

If you are not satisfied with the final response of our Practice Manager you may refer your complaint to the Legal Ombudsman (LeO). If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers.



The Legal Ombudsman expects complaints to be made to them 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. The requirement to refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman's contact details are as follows:

Telephone: 0300 555 0333

From overseas: +44 121 245 3050

Minicom: 0300 555 1777

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Legal Ombudsman

PO Box 6806

Wolverhampton

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