

## MEADE KING

### COMPLAINTS HANDLING PROCEDURE

#### **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 us with the details.

#### **What will happen next?**

- 1 We will send you a letter acknowledging receipt of your complaint within 3 days of us receiving the complaint, enclosing a copy of this procedure.
- 2 We will then investigate your complaint. This will normally involve passing your complaint to the partner in charge of the department dealing with the matter who will review the file and speak to the member of staff who acted for you.
- 3 If the complaint relates to the partner in charge of the department or you request that it is dealt with by someone else, it will be dealt with by the firm's managing partner.
- 4 Within 21 days of receipt of your complaint the partner investigating the matter will either invite you to a meeting to discuss the matter or will send you a detailed written reply to your complaint, including his suggestions for resolving the matter.
- 5 If a meeting takes place the partner will, within 3 working days afterwards, write to you to confirm what took place and any solutions agreed with you.
- 6 If, after a meeting or receipt of a detailed written response to your complaint you are still not satisfied you should contact us again and we will arrange for our managing partner to review the decision.
- 7 We will write to you within 21 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
- 8 If you are still not satisfied, you have the right to refer your complaint by telephone or in writing to the Legal Ombudsman PO Box 15870 Birmingham B30 9EB, whose email address is [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) and telephone number 0300 555 0333. Our Solicitors Regulation Authority number is 53007. You can then contact the Legal Complaints Service at Victoria Court, 8 Dormer Place, Leamington Spa, Warwickshire, CV32 5AE about your complaint. Any complaint to the Legal Ombudsman must usually be made within 6 months of the date of our final decision on your complaint. For further information you should refer to [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

If we have to change any of the timescales above, we will let you know and explain why.