

# WAYNE LEIGHTON

## 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 three working 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 our Client Care partner, Godfrey Mellins who will review your matter file and speak to the member of staff who acted for you. If Godfrey Mellins acted for you, the matter will be passed to Rahul Shah.
3. Godfrey Mellins or Rahul Shah (as appropriate) will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 working days of sending you the acknowledgement letter.
4. Within three working days of the meeting, the relevant partner will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Godfrey Mellins or Rahul Shah will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgment letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner or someone unconnected with the matter at the firm to review the decision.
7. We will write to you within 14 working 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 can then contact the Legal Ombudsman at PO Box 6806 Wolverhampton WV1 9WJ (Tel: 0300 555 033) (email:enquiries@legalombudsman.org.uk) (web site: www.legalombudsman.org.uk) about your complaint. Any complaint to the Legal Ombudsman about our service must usually be made within six months of the end of the work we did for you or of you finding out there was a problem. The following link will take you to the Legal Ombudsman's leaflet titled "What to do if you have a complaint"

[http://www.legalombudsman.org.uk/downloads/documents/publications/whattodo\\_screen\\_v0.1.pdf](http://www.legalombudsman.org.uk/downloads/documents/publications/whattodo_screen_v0.1.pdf)

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

*Version 24.11.17*