COMPLAINTS PROCEDURE

est CAVENDISH 85

WE'RE HERE TO PUT THINGS RIGHT

Dealing with legal matters can be stressful, and we know that things don't always go perfectly. If you're unhappy with any aspect of our service, we want to know. We take concerns seriously and will do our best to resolve them quickly, fairly, and openly. Complaints help us improve our service for you and for future clients.

A complaint is any expression of dissatisfaction about our service, including delays, poor communication, concerns about advice, billing issues, staff behaviour, or administrative errors. You don't have to use the word "complaint", and you don't have to put it in writing for us to treat it seriously.

HOW TO RAISE A CONCERN

- Contact your Case Manager or their Team Manager first
- They will listen, explain, apologise where appropriate, agree next steps, and take action to put things right
- We aim to resolve most issues informally straight away

INFORMAL COMPLAINTS

- We'll Listen to your concerns
- Explain what has happened
- Agree practical next steps

OUR FINAL RESPONSE

- We'll summarise your complaint
- We'll explain what we found
- We'll say whether your complaint is upheld, partially upheld, or not upheld
- Confirm next steps to put things right

If the issue isn't resolved, or you prefer an independent review, your complaint will be passed to our Client Experience Team. This team is separate from your legal team and is trained to review complaints fairly and objectively. They will acknowledge your complaint, confirm what they are investigating, review your file, and carry out an evidence-based investigation.

WHAT HAPPENS NEXT - FORMAL COMPLAINTS

- We'll acknowledge your complaint in writing
- We'll confirm what we're investigating
- We'll review your file and speak to relevant staff

IF YOU'RE STILL UNHAPPY...

- You may be able to ask the Legal Ombudsman to review your complaint. The Legal Ombudsman is independent and free to use.
- Legal Ombudsman, PO Box 6167, Slough, SL1 0EH
  Tel: 0300 555 0333
  Email: enquiries@legalombudsman.org.uk
  Website: www.legalombudsman.org.uk

TIMESCALES

1 5 — We'll try and resolve matters straight away but will acknowledge your complaint within 5 days if not resolved informally

4 — If the issue is complex it may take more time to investigate. We'll update you after 4 weeks if we're still revewing matters

8 — Usually we'll send our final response within 8 weeks. However, if we can't we'll update you again and provide details of the Ombudsman