

**SEYMOURS SOLICITORS LIMITED**  
**COMPLAINTS HANDLING POLICY**

**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.

If you have a complaint, please contact us with details.

**WHAT WILL HAPPEN NEXT?**

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, 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, Andrew Hardy, who will review your matter and file and speak to the member of staff who acted for you.
3. Andrew Hardy will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Andrew Hardy 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, Andrew Hardy will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we shall arrange for another partner in the firm to review the decision.
7. We will write to you within 14 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 contact:-

The Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

About your complaint. Any complaint to the Legal Ombudsman must actually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or by e-mail at [enquires@legalombudsman.org.uk](mailto:enquires@legalombudsman.org.uk)

9. Alternative complaints bodies such as Pro Mediate UK Limited ([www.promediate.co.uk](http://www.promediate.co.uk)) exist which are competent to deal with complaints about

legal services should you and our firm wish to use such a scheme. Pro Mediate will refuse a complaint if it is not submitted within 12 months of the date of receiving a final decision on your complaint from us.

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