

COMPLAINTS HANDLING PROCEDURE

Firstly we are sorry that you have found it necessary to make a complaint. The purpose of this communication is to set out how your complaint will be handled. Whilst we shall make every effort to meet the time scales indicated below, there may be occasions (for example at holiday time) where this will not be possible.

- ❖ Your complaint will be referred to our Client Services Partner namely Mike Flynn based at our 82 Sandy Lane office in Skelmersdale. Telephone number 01695 717000 or email m.flynn@brighthouse-wolff.co.uk. You will receive an immediate acknowledgement.
- ❖ Mr. Flynn will independently consider the nature of your complaint, will speak to the individual against whom the claim was made, and, if necessary, locate and read the relevant file. Within 21 days of your initial complaint, you will receive a written response.
- ❖ In many cases this first response may well resolve the matter. In other cases you may be asked to provide further information or you may be requested to meet Mr. Flynn in order to discuss your complaint.
- ❖ Within 7 days (of the meeting or of receipt of your second letter) you will receive Mr. Flynn's final reply. This will give details of any solutions we have agreed with you or otherwise outline our final position.
- ❖ If you are still not satisfied, you can write to Mr. Flynn again. He will arrange for his decision to be reviewed by a panel of Partners in the firm. You will be notified of the outcome of that review within 14 days of receipt of your letter.

Our aim in all our dealings with clients is to provide an efficient and high quality legal service. Where complaints do occur, our policy is to investigate them thoroughly and resolve them speedily to the satisfaction of all concerned. If, at the end of this procedure, you are not happy with the handling of the complaint, you can ask the Legal Ombudsman at P.O. Box 6806, Wolverhampton, WV1 9WJ on 0300 555 0333 or enquiries@legalombudsman.org.uk to consider the complaint. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman. Normally you will need to bring a complaint within six months of receiving a final written response from us about your complaint or within 6 years of the act or omission which are complaining occurring (or if outside this period, within 3 years of when you should have reasonably been aware of it).