

COMPLAINTS PROCEDURE

Our complaints policy

Chamberlins 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 the partner in charge of the department involved in your complaint whose name will be stated in the Client Care letter sent to you at the outset of the matter. If we have to change any of the timescales set out below we will let you know and explain why.

What will happen next?

1. We will send you a letter acknowledging your complaint within 7 days of our receiving the complaint and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint and we will enclose a copy of this procedure.
2. We will then put your complaint in our central register. We will also investigate your complaint by examining the relevant file.
3. We would hope to be in a position to respond to your complaint 21 days after first receiving your complaint.
4. We will write to you to confirm our findings and any suggestions that we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 days. This will happen in one of the following ways.
 - the Partner in charge of the department involved in your complaint will review his/her own decision.
 - We will arrange for someone in the firm who has not been involved in your complaint to review it.
 - Mr M Duffield, the Senior Partner whom has ultimate responsibility for complaints, will review your complaint within 10 days of receipt.
6. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied you can then contact the Legal Ombudsman, PO Box 6806 Wolverhampton WV1 9WS about your complaint. Any complaint to the Legal Ombudsman must usually be made within a reasonable time of your becoming aware of the problem, or within a reasonable time from the end of the matter. The Legal Ombudsman has a Complaints Acceptance Policy which sets out the timeframes in which they would expect you to raise any complaint with them. For further information, you should contact the Legal Ombudsman on 0300 5550333 or refer to www.legalombudsman.org.uk.