

# COMPLAINTS PROCEDURE

DECEMBER 2018

## Our complaints policy

We value the goodwill of everyone who comes into contact with the firm, and 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 about our service or a bill that we have rendered on or both, please contact us with the details.

The person to contact is Ellen Fraenkel, and she can be reached at:

Newtons  
PO Box 71699  
London NW3 9WA

Telephone: 020 7435 5351 | Email: [Ellenfraenkel@newtonlaw.co.uk](mailto:Ellenfraenkel@newtonlaw.co.uk)

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve Ellen Fraenkel or a colleague reviewing your file and speaking to the member of staff who acted for you. If a colleague is asked to review the file, then you will be given their name and contact details.
3. The person reviewing the file will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be done within ten working days of sending you the acknowledgement letter.
4. Within five working days of the meeting, Ellen Fraenkel will write to you to confirm what took place and any solutions agreed with you.
5. If you do not want a meeting or it is not possible, Ellen Fraenkel will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within twenty working days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the practice to review the decision.
7. We will write to you within twenty working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If we have to change any of the timescales above, we will let you know and explain why.

## The Legal Ombudsman

If you are still not satisfied, you can then contact the Legal Ombudsman at:

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9am to 5pm.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

There are time limits within which complaints must be made to the Legal Ombudsman within the time scales indicated below.

- Within six months of receiving this firm's final response to your complaint
- and
- No more than six years from the date of act/omission; or
  - No more than three years from when you should reasonably have known there was cause for complaint.

Normally, your complaint needs to fall inside those limits if the Ombudsman is going to investigate it.