

WOODFORD STAUFFER COMPLAINTS PROCEDURE

OUR POLICY

We are committed to providing a high quality legal service with courtesy and fairness. When something goes wrong we want you to tell us about it so that we can do our best to resolve the problem.

OUR INTERNAL COMPLAINTS PROCEDURE

All complaints, whether raised formally or informally, are investigated by our Complaints Partner, Verity Stauffer. The Client Care Letter you receive, when you first instruct us, will contain details of how to raise an internal complaint.

However, you may simply refer any dissatisfaction at any time to Verity Stauffer by

- telephone on 01252 550408,
- email staufferv@woodfordstauffer.co.uk or
- by letter

She will review your file, speak to staff involved and liaise with you.

WHAT TO DO IF WE CANNOT RESOLVE YOUR COMPLAINT

If our internal complaints procedure fails to satisfy you, you may refer your complaint to the Legal Ombudsman. This will not affect how we handle your case or treat you.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first.

Note: you must refer your complaint to the Legal Ombudsman –

- within six months of receiving a final response to your complaint from our internal complaints procedure, **and, in any case**
- no more than six years from the date of the act which gave rise to your complaint, or
- no more than three years from when you should reasonably have known that there was cause for complaint.

CONTACT DETAILS FOR THE OMBUDSMAN

<http://www.legalombudsman.org.uk>

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Address: Legal Ombudsman PO Box 6806, Wolverhampton WV1 9WJ

WHAT TO DO IF YOU ARE UNHAPPY WITH OUR BEHAVIOUR

If you feel that we have treated you unfairly whether in relation to your age, a disability or other characteristic, or if you consider that we have behaved dishonestly, you may raise a complaint with the Solicitors Regulation Authority

<https://www.sra.org.uk/>