

## Complaints policy and procedure

### Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong you need to tell us about it. This will help us to improve our standards.

### Our complaints procedure

If you have a complaint, please contact our client care partner Brian Dawson by:

- posting a letter to Brian at our Chester office: 26 Nicholas Street, Chester, Cheshire CH1 2PQ
- calling 01244 357400
- email Brian at [bdawson@walkersmithway.com](mailto:bdawson@walkersmithway.com)

If Brian Dawson is the subject of your complaint then please contact our managing partner Gareth Humphreys.

The client care partner will either deal with your complaint himself or, if appropriate, he will pass it to the head of the department involved in your complaint. If he does so, you will be notified in writing and we will provide you with the name and contact details of the person dealing with your complaint.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint as soon as reasonably practicable, but in any event within seven working days of receipt of the complaint, enclosing a copy of this procedure and confirming who is dealing with your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will do this as soon as reasonably practicable, but in any event within seven working days of receiving your complaint.
3. We will then investigate your complaint. This will normally involve your file being passed to Brian Dawson or the partner dealing with your complaint. They will review the file and speak to the person who acted for you about your complaint.
4. You will then receive a detailed written reply to your complaint, including any suggestions for resolving the matter where appropriate, within 28 working days of receipt of the complaint.

If at that stage you are still not satisfied, you should contact us again. We will usually invite you to a meeting at our offices to resolve your complaint. This meeting should take place within 14 days of you contacting us. We will write to you within three days to confirm what was agreed at the meeting.

If however you do not want a meeting, or you remain unsatisfied by the outcome of the meeting, then you should contact us again and we will arrange for another partner to independently review the decision.

We will write to you again within 28 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If for any reason we have to change any of the timescales above, we will contact you and explain why.

### **Legal Ombudsman**

If at the conclusion of this procedure you are still not satisfied then you can contact the Legal Ombudsman to consider the complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final decision regarding your complaint.

The Legal Ombudsman can be contacted:

- By post at PO Box 15870 , Birmingham, B30 9EB
- By telephone on 0300 555 0333
- By email at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)