

Complaints Policy

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.

Complaints Procedure

If you have a complaint, please contact Mr B G Cook our Practice Manager. You can contact him at Lowgate, Hull HU1 1EN. Mr Cook will investigate your complaint in conjunction with the Partner in charge of the department involved in your complaint.

What will happen next?

- 1) We will send you a letter acknowledging your complaint. You can expect to receive our letter within three days of us receiving your complaint.
- 2) We will record your complaint in our central register and open a file for your complaint. We will do this on the same day as we acknowledge your Complaint.
- 3) We will then start to investigate your complaint. This may involve one or more of the following steps.
 - We will review your file with the member of staff who acted for you.
 - We will then write to you with an explanation to the points raised by you. This may take up to 14 days after our acknowledgement of your Complaint.
- 4) If necessary we will then invite you to meet Mr Cook to discuss and hopefully resolve your complaint. We will do this within five days of receiving your request.
- 5) Within two days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you.
- 6) At this stage, if you are still not satisfied you can contact us again. We will then arrange to review our decision. This will happen in one of the following ways.
 - Mr Cook will review his own decision within five days.
 - We will arrange for someone in the firm who has not been involved in your complaint to review it. They will do this within ten days.
 - We will invite you to agree to independent mediation. We will let you know how long this process will take.
- 7) 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 for any reason we are unable to resolve the problem between us, then we are regulated by the Law Society which provides a complaints redress for you. If you are still not satisfied, we will provide you with their contact details.

If we have to change the timescales above, we will let you know and explain why.