

Morgan Trusts & Tax Planning Limited Solicitors

COMPLAINTS HANDLING PROCEDURE

Our complaints policy

We are committed to providing a high quality legal service to all our clients. If something goes wrong, we need you to tell us about it. This will help us to monitor and continually improve the service we offer.

Our complaints procedure

If you have been unable to solve your concerns with the person primarily responsible for dealing with your matter and you have a complaint, we will ask you to contact our Office Manager with the details.

What will happen next?

1. The Office Manager will send you a letter acknowledging receipt of your complaint, normally within 3 working days of receipt, and send you a copy of this procedure.
2. The Office Manager will then investigate your complaint. The Office Manager will review your file and speak with the person who acted for you.
3. Should we require additional information or need to invite you to a meeting to discuss and hopefully resolve the matter, the Office Manager will contact you within 14 working days of our acknowledgement letter. Following any meeting, we will write to you normally within 3 working days of the meeting date confirming what took place and any solutions agreed with you.
4. Should a meeting, for whatever reason, not have taken place, we will send a detailed reply to your complaint, including any suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, you should contact us again with your further comments in regard to our reply and we will arrange for the matter to be reviewed.
6. We will write to you within 14 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

7. Should we require additional time at any of the above stages to investigate your complaint, we will write to you within the timeframes specified above to explain why there is a delay and give you an updated timeframe.
8. If you are still not satisfied, you can then contact the Legal Ombudsman about your complaint at:

P O Box 6806
Wolverhampton
WV1 9WJ

Website: www.legalombudsman.org.uk
Email: enquiries@legalombudsman.org.uk
Telephone: 0300 555 0333

Any complaint to the Legal Ombudsman must usually be made within 6 months of the date of our final written response to your complaint.

If we have been unable to respond fully to your complaint within 8 weeks you may refer the matter to the Legal Ombudsman. Under normal circumstances a complaint must be brought to the attention of the Legal Ombudsman within 6 years of the problem that initiated the complaint.

9. If you are not satisfied with the response from the Legal Ombudsman, you may be able to discuss the matter with the Solicitors Regulation Authority (SRA) by calling them on 0370 606 2555 or on line at www.sra.org.uk/problem