

Complaints procedure

Your Complaint

We take very seriously all expressions of dissatisfaction from our clients. If you have received this document, it is likely that you have already expressed your concerns verbally or in writing to us.

This document explains our procedures for handling complaints. Our objective is to ensure that your complaint is dealt with swiftly in an attempt to reach an amicable and satisfactory solution which addresses your concerns and puts things right where possible.

Making your Complaint

Informal verbal complaints should be addressed to the person in our firm who you dealt with for the work in question in the first instance.

If you are not satisfied with their response, or feel that the matter is too serious to be dealt with informally, then you should write or speak to their supervisor or our Complaints Manager, Lindsey Connolly at lindsey.connolly@thomasflavell.co.uk. Please provide us with as much detail as possible regarding your complaint, preferably in writing with key dates. This will make it easier for us to investigate thoroughly and address your concerns accordingly. It also means there is less room for misunderstandings.

Response Times

- **Acknowledgement of Written Complaints within 3 Working Days**

Written complaints will be acknowledged by email or letter within 3 working days of receipt of your complaint. In our response, we will confirm the name of the person responsible for handling the complaint.

- **Full Response usually within 20 Working Days**

A full reply will be sent as soon as the matter has been investigated and our proposals for dealing with your concerns have been agreed upon. We will always endeavour to provide a full response within 20 working days. If that is not possible, an interim response will be given explaining why it is not possible to meet this deadline, when we expect our investigations to be completed and a response finalised.

- **Recourse to the Legal Ombudsman after 40 Working Days or where we have not resolved your complaint**

If we have not finalised our response within 40 working days, you have the right to take your complaint to the Legal Ombudsman, whose contact details are provided below.

If, in the unusual event that we are unable to resolve the matter to your satisfaction, you can take the matter up with the Legal Ombudsman:

- **Address:** Legal Ombudsman, PO Box 6167 Slough SL1 0EH
- **Web:** www.legalombudsman.org.uk
- **Telephone:** 0300 555 0333

The Legal Ombudsman will normally expect you to have taken the matter through our complaints procedure before they will investigate your complaint. In normal circumstances they will expect you to refer the matter to them within six months of receiving the final letter from us regarding your complaint

Learning from Complaints

While we never like to receive any complaints, we view them as an opportunity to learn and improve. All complaints (whether written or verbal) are recorded and logged centrally to enable us to detect recurring problems and trends and correct recurring problems. In this manner, we aim to constantly improve the service we provide.

CLIENT COMPLAINT FORM

Your Name				
Your Matter Name & Reference				
Nature of your Complaint	Staff Attitude/ Behaviour	Quality of Service	Error Made	Other
Date issue occurred				
Have you sought an informal resolution with your contact at our company?	YES / NO	If YES: Who did you speak to, and why could they not resolve the matter to your satisfaction?		

Summary Details of Complaint – or attach your own letter.				
Resolution/Remedy Sought				
Improvements we could make				
Supporting Documents attached (list, if any)				