



WADDINGTON
TURNER WALL
Solicitors

Complaints Procedure

Our complaints policy

Waddington Turner Wall Solicitors are committed to providing a high-quality legal service to all our clients. We know that problems can occur and if they do, we need you to tell us about it. If you let us know it provides us with the opportunity to investigate the issue and, whenever possible, to put things right. It will also help us to improve our service to you and our other clients.

In handling your complaint we will aim to be:

- Fair, impartial & reasonable
- Accessible
- Transparent
- Professional and
- Prompt.

If we've got things wrong we will:

- Offer a full apology
- Explain what went wrong and
- Offer appropriate & prompt redress.

Our complaints procedure

Please contact us as soon as you are aware of the problem so that the issue/s can be addressed as quickly as possible.

Please address your complaint to:

Michael Bower
Complaint's Officer
Waddington Turner Wall
22/24 Devonshire Street
Keighley BD21 2AU

Phone: (01535) 662644 or e-mail: michael@wtwsolicitors.co.uk

What will happen next?

Step 1:

- Within **7 days** of receiving your complaint we will send you an acknowledgement letter and a copy of our complaints procedure.
- We may contact you to confirm or explain any details that will help to speed up the resolution of your complaint.

Step 2:

- We will investigate your complaint.
- The investigation will involve the input of the Complaint's Officer, Michael Bower, who will review your complaint and discuss the issues with the member of staff concerned.

Step 3

- Within 21 days of sending you the acknowledgement letter the Complaint's Officer will provide you with a detailed written response to your complaints including his suggestions for resolving the matter.

Step 4

- If you are still not satisfied, you should contact us again and we will review your comments and if it assists resolution, arrange a meeting with you.
- Within **14 days** of receiving your request for a review, the Complaints Officer will provide a written response confirming our final position on your complaint and explaining our reasons.

Step 5

- If you are still not satisfied with our final response or the way that we have handled your complaint then you can refer the matter to the Legal Ombudsman. This must be done within six months of the date of the final letter from ourselves.

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
Phone: 0300 555 0333
E-mail: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

Step 6

- The Legal Ombudsman will review your original complaint and how it was managed and provide a written response.
- If we have not handled your complaint in a satisfactory manner then the Legal Ombudsman will provide feedback and any actions that must be taken.
- We will put in place any actions required to minimise client complaints, improve our service and amend our Complaints Procedure accordingly.