

Willetts Marsden
Complaints Procedure

In cases where a client has a complaint it is our wish to resolve the issue to the client's satisfaction as speedily and as amicably as possible.

If you have a complaint about any aspect of the service provided to you we ask that you please follow the procedure set out below:-

1. In the first instance please make the nature and details of your complaint known to the person dealing with your matter. It helps if details of the complaint are put in writing, but this is not necessary, and you may make your complaint verbally if you prefer.
2. The person dealing with your matter will investigate your complaint and as part of this process you will normally be invited to a meeting to discuss your complaint.
3. At the conclusion of the investigation we will write to you informing you of what action we intend to take in order to resolve your complaint.
4. If you remain dissatisfied, we will use our best endeavours to arrange for your complaint to be referred, with your consent, to a suitably qualified local solicitor from a separate practice. They will review your complaint and the investigation into it and you will normally be invited to a meeting with him to further discuss your complaint.
5. Following the conclusion of the review we will write to you again telling you what action we intend to take in order to resolve your complaint.
6. If you remain dissatisfied after your complaint has been investigated and reviewed, we will provide you with information on how to refer your complaint to the Legal Ombudsman.
7. Whilst the time taken to deal with a complaint will vary depending on the complexity of the case and the nature of the complaint, we will endeavour to deal with each stage of the complaints procedure within a period of fourteen days.