

MINARDS PAVLOU SOLICITORS

Complaints Handling Procedure

Our 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.

Our complaints procedure

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to one of the partners, either Mark Minards or Paul Pavlou, who will review your matter file and speak to the member of staff who acted for you.
3. We will then write to you addressing your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
4. If you wish, we will also meet with you or arrange to speak on the telephone, to discuss and hopefully resolve your complaint.
5. Within three days of any meeting or telephone call, 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 should contact us again and we will arrange for another partner to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman (address PO Box 6806, Wolverhampton, WV1 9WJ, website www.legalombudsman.org.uk, telephone 0300 555 0333 or by email at enquiries@legalombudsman.org.uk) to consider the complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

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