

# ELLIS JONES

## 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 to acknowledge receipt of your complaint within 2 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 our Client Care Partner, Nigel Smith, who will review your matter file and speak to the member of staff who acted for you.
3. Nigel Smith will invite to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within 3 days of the meeting, Nigel Smith will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Nigel Smith will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
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 the final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you have the right to contact the Legal Ombudsman at P.O. Box 6167, Slough SL1 0EH about your complaint. The Legal Ombudsman is an independent complaints body that deals with legal services complaints. The Legal Ombudsman must be contacted within 6 months of receiving our final response to your complaint and in any event within: 1 year from the date of the act or omission giving rise to the complaint; or 1 year from the date from when you should reasonably have known there was cause for complaint. For further information, you should contact the Legal Ombudsman (Helpline number: 0300 555 0333) or refer to their website at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). **OR;**
9. Alternative complaints bodies (such as ProMediate (UK) Limited at [www.promediate.co.uk](http://www.promediate.co.uk)) exist which are competent to deal with complaints about legal

services should both you and our firm wish to use such a scheme. We would have no objection if you intend to use ProMediate (UK) Limited.

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