

Complaints Procedure

Christopher Davidson Solicitors LLP - Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality legal service to all our clients.

If something goes wrong, we need you to tell us about it. This will help us to improve our standards.

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

If you can please set out in chronological what happened, why you think something went wrong and what impact it had on you.

We have eight weeks to consider your complaint.

If we have not resolved it within this time you may complain to the Legal Ombudsman.

What will happen next?

1. We will acknowledge receipt of your complaint within 7 working days of receiving it, enclosing a copy of this procedure (if not already provided).
2. We may then need to clarify the precise issues with you.
3. We will then investigate your complaint. This will normally involve our client care partner, David Mason, who will review your matter file and speak to the member of staff who acted for you.
4. If appropriate David may then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement.
5. If there is a meeting, within 7 days after any meeting David will write to you to confirm what took place and any solutions he has agreed with you.
6. If no meeting takes place David will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 28 days of receiving the complaint.
7. At this stage, if you are still not satisfied, you can contact us again and request a review and we will arrange for another partner to review the decision or if appropriate discuss with you the option of mediation.
8. If you request a review 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.

9. If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers.

10. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern.

11. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you. The final response will be either under paragraph 6 or 8 above.

The Legal Ombudsman's contact details are: - Telephone: 0300 555 0333
Minicom: 0300 555 1777 Website: www.legalombudsman.org.uk Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH