

Osmond & Osmond - Complaints Policy

We are committed to providing a high-quality legal service to all of our clients. If you have a problem, or are dissatisfied with the services which we provide (including any problem with a bill for work done on your behalf), which you are unable to resolve with the individual dealing with your matter or the person managing our relationship with you should inform us without delay. This will enable us to investigate your complaint, and will also help us to continue improving the standard of service which we provide to our clients.

Our Complaints Procedure

If you have a complaint please contact our Client Care Partner, Will Osmond, setting out the nature of your complaint. If you do not wish to contact Mr. Osmond, or Mr. Osmond was the partner responsible for your matter, you should write to Paul Flaherty, another partner at the firm, who will handle your complaint in Mr. Osmond's place and will be the Client Care Partner for the purposes of the remainder of this policy.

What will happen next?

We will send you a letter acknowledging receipt of your complaint within seven working days of us receiving the complaint.

We will then investigate your complaint. This will involve the Client Care Partner reviewing your matter in detail and discussing the details of your complaint with the member of staff who acted for you.

The Client Care Partner will then invite you to a meeting to discuss, and hopefully resolve, your complaint. This invitation will be within 14 working days of sending you the acknowledgement letter referred to above.

Within 7 working days of the meeting the Client Care Partner will write to you to confirm what took place, and any agreed solutions with you.

If you do not want a meeting or it is not possible, the Client Care Partner will send you a detailed written reply to your complaint, which will include suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter or from the date of the meeting (whichever is the earlier).

If you are still not satisfied, you can then contact the Legal Services Ombudsman at PO Box 6806, Wolverhampton, WV1 9JW about your complaint. Any complaint to the Legal Services Ombudsman must usually be made within six months of the date of our final decision on your complaint. For further information you should contact the Legal Services Ombudsman on 0300 555 0333, at enquiries@legalombudsman.org.uk or online at www.legalombudsman.org.uk.

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

Osmond & Osmond

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