

## Complaints Procedure

### How we deal with your complaint

We are committed to providing a quality legal service to our clients and take complaints very seriously. We want to listen and improve by learning from what may have gone wrong and what our clients tell us.

Andrew Woolley, our Managing Partner, oversees all complaints. Practice Manager, Michelle Webley, will be your first point of contact and will work to resolve any concerns you have.

Any concerns raised about our service or the advice given are dealt with immediately by phone or email. If a satisfactory resolution cannot be found we regard your concern as a complaint and immediately supply you with and follow this procedure.

The whole procedure will take less than 8 weeks.

### How to complain

Let us know your concerns. If you have any form of special needs that might require a particular method of communication do tell us and we will do all we can to help.

If at any stage you prefer to meet with us then just let us know.

What will Woolley & Co do next?	Timescale (days are working days)
<p>1. We will acknowledge receipt of your complaint, set out our understanding of it and request your confirmation or seek any necessary clarification.</p> <p>We will register your complaint in our Central Register (for monitoring and learning purposes).</p>	<p>Within 7 days of its receipt.</p>
<p>2. We will then ask the lawyer who acted for you to provide us with a response to your complaint and then we will write to you with our views, tell you why we hold those views and make any relevant proposals for redress</p>	<p>Within 14 days after 1</p>
<p>3. If you remain dissatisfied with how your complaint has been handled or the decision on it, our managing partner will write to you having reviewed our Practice Manager's handling of it.</p>	<p>Within 14 days after 2</p>
<p>4. If you remain dissatisfied after our Managing Partner has contacted you then he may ask an independent mediator to assist us jointly to find a solution.</p> <p>After this procedure has been followed and if you still remain dissatisfied you can refer your complaint to the Legal Ombudsman. This is some <a href="#">useful information</a> provided by them.</p> <p>You can contact them via:</p> <p>Address : PO Box 6806, Wolverhampton WV1 9WJ            Telephone number: 0300 555 0333            Website <a href="http://www.legalombudsman.org.uk">www.legalombudsman.org.uk</a></p> <p>NOTE: the Ombudsman will only accept your complaint, normally, if you tell them of it within 1 year of your finding there was a problem and within 6 months of our finishing this Complaints Procedure</p>	<p>Within 7 days of telling us you are still dissatisfied.</p>