

# archers law.

## Our Complaints Procedure

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.

### Stage one

Upon receipt of your initial request to make a formal complaint we will acknowledge this request by return of a letter and resolution form within two working days.

Once you have completed and returned the resolution form a meeting or written response will be arranged between you and the person who has been dealing with your matter to see if it can be resolved.

If the complaint can not be resolved with the person dealing with your matter it will then be moved to stage two and dealt with by our Client Care Supervisor.

### Stage two

1. Your complaint will be recorded in our Central Register and a central file opened for your complaint, within 2 working days of receiving your complaint.
2. Our Client Care Supervisor may ask you to confirm or explain the details of your complaint. You can expect to receive such a request within 7 working days of the Client Care Supervisor receiving your complaint.
3. If you have requested a meeting to discuss your complaint our Client Care Supervisor will request this meeting within 7 working days of receiving all the details that he/she needs from you regarding your complaint.

If you do not want to meet or it is not possible, he/she will send you a detailed reply to your complaint. This will happen within 7 working days of him/her completing the investigation.

4. Steps our Client Care Supervisor will take to investigate your complaint :

- 4.1 He/she will examine your file. This may take up to 14 working days from your meeting with him/her or receipt of all details they need to proceed.
- 4.2 He/she may ask the member of staff who acted for you for their comments.
- 4.3 He/she may examine the initial reply given to you.
- 4.4 He/she may ask the member of staff who acted for you to respond further to you directly regarding your complaint.
- 4.5 He/she may then ask you for more information.
- 4.6 He/she will then send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. This will happen within 7 working days of him/her completing his investigation.

5. If at this stage we have been unable to settle your complaint using our internal complaints procedure you have the right to complain to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints.

You have 6 months from the date of our final decision letter in which to complain to the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ

Telephone: 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Alternative complaints bodies for alternative dispute resolution such as Ombudsman Services [www.ombudsman-services.org](http://www.ombudsman-services.org) exist which are competent to deal with complaints about legal services should both you and our firm wish to use. **such a scheme.**

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