

## Complaints Procedure

If there are any concerns with the standard of service that we have to offer, as the first step in making any complaint under a contract of work with us a direct complaint should be made to us. The complaint should be raised with the principal of Pysdens Solicitors either in writing or by telephone. Please note that any complaint made on the telephone should be followed up by a written complaint, if possible, within 7 working days. This firm has a policy of responding to all complaints in full within 14 working days after receipt of each complaint. Sometimes we may require further information from you before we are able to respond fully and our request for further information, if required, will be made within 7 working days after receipt of each complaint. If we do require further information, we will reply to the complaint in full within 14 working days after receipt of the information requested. You will then have the opportunity to make comments in response to the firm's full response to the complaint either in writing or by telephone. Again such comments should be directed to the Principal personally. Following receipt of any additional comments from you, we will respond in writing within 7 working days and state whether the firm's original position regarding the complaint has changed or not. Please note that if the Principal is absent from the office on receipt of any complaint you will be notified of the length of her absence and how this will affect the timetable given above.

You have the right to take a complaint to the Legal Ombudsman (if not happy with the results of the complaints procedure above should it come to be activated) at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) where you will find full details of how to proceed with a complaint or you may ring them on telephone number 0300 555 0333; email them at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or write to them at Legal Ombudsman, Po Box 6806, Wolverhampton WV1 9WJ . There is a time limit for bringing a claim before the Legal Ombudsman of one year from when the problem occurred and you should approach the Legal Ombudsman within 6 months of the final response from this firm under its complaints procedure above. You are entitled to approach the Ombudsman if your complaint has not been dealt with satisfactorily by us within 8 weeks. They will consider complaints earlier in exceptional circumstances and in terms of the time limits they are also able to extend time for the bringing of a complaint in exceptional circumstances.