

WHAT TO DO IF YOU HAVE A COMPLAINT

Fisher Jones Greenwood LLP is 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.

Our complaints procedure

If you have a concern or a complaint that has not been dealt with to your satisfaction by the person handling your case or their supervising partner, please contact us as soon as you are aware of the problem so this can be addressed. Please address all such concerns to our Managing Partner, Paula Fowler, at Charter Court, Newcomen Way, Colchester Business Park, Colchester, CO4 9YA (email: PFowler@fjg.co.uk).

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your matter to Paula Fowler who will review it and speak to the member of staff who acted for you.
3. Paula Fowler may then invite you to a meeting to discuss and, it is hoped, resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Paula Fowler will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or if it is not possible, Paula Fowler will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another partner to review the decision.
7. 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.
8. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ or call 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at www.legalombudsman.org.uk.
9. The time limit for you to take your complaint to the Legal Ombudsman is six months after we have closed our internal complaints procedure.

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