

Complaint Procedure

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.

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 Quality Assurance Manager, at Charter Court, Newcomen Way, Colchester Business Park, Colchester, CO4 9YA (email: Complaints@fjg.co.uk).

What will happen next?

1. *Within 5 days*

A letter / email will be sent acknowledging receipt of your complaint being raised, together with a copy of this procedure.

2. *14 days thereafter*

During this period your complaint will be investigated and will normally consist of internal meeting(s) and discussions with the member(s) of staff involved and a review of your file.

If it is deemed necessary, you may be invited to a meeting to discuss and, it is hoped, resolve your complaint. Should this happen, within three days of the meeting, we will write to you to confirm what took place and any solutions agreed.

3. *7 days thereafter*

If a meeting is not considered necessary, you will be sent a detailed written reply to your complaint, including suggestions for resolving the matter.

At this stage, if you remain dissatisfied, you should contact us again to explain why you remain unhappy and we will review your comments. Depending on the matter we may at this stage arrange for another partner to review the decision.

4. *14 days thereafter*

A letter / email will be sent confirming our final position on your complaint and explaining our reasons in response to your request for a review.

If you are still not satisfied, you can then contact the Legal Ombudsman at:

Email: enquiries@legalombudsman.org.uk

Post: PO Box 6167, Slough, SL1 0EH

Tel: 0300 555 0333

If you would like more information, please visit www.legalombudsman.org.uk

Any complaint to the Legal Ombudsman must be made within one year of the issue you are complaining about or, if it was longer, within one year of you finding out about the issue. However, you have to raise any potential complaint with us in the first instance and if you remain dissatisfied after receipt of a final written response from us regarding your complaint, you have six months in which to raise your complaint with the Legal Ombudsman.

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