

MARTIN LEE & CO

Complaints handling procedure

Our complaints policy

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.

Our complaints procedure

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to Mr Martin Lee who deals with client care matters. He will review your matter file and speak to the member of staff who acted for you.
3. Mr Lee will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Mr. Lee will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Mr. Lee will send you a detailed written reply to your complaint, including his 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 and we will arrange for Mr. Lee to review his own 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 we have to change any of the timescales above, we will let you know and explain why.
9. If we have not resolved your complaint within eight weeks you can complain to the Legal Ombudsman.
10. If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint.
11. You can then contact the Legal Ombudsman as follows:

PO Box 6806, Wolverhampton, West Midlands WV1 9WJ, telephone: 0300 555 0333, e-mail: enquires@legalombudsman.org.uk, website: www.legalombudsman.org.uk
12. You will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).