

COMPLAINTS POLICY

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage.

If you would like to make a formal complaint, then please contact us with the details. Please contact Gerald Evans, our Client Care Partner. You can contact him by Email: fevans@devonalds.co.uk or by writing to Devonalds, The Old Library 217 East Road Tylorstown Rhondda Cynon Taff CF43 3DA

A complaint can be any expression of dissatisfaction whether oral or written, which alleges that the complainant has suffered financial loss, distress, inconvenience or other detriment.

If we have to change any of the time scales set out below we will let you know and explain why.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our above-named client care partner, Gerald Evans, who will review your complaint and speak to the member of staff who acted for you.
3. We will if appropriate invite you to a meeting to discuss and hopefully resolve your complaint.
4. In most cases the situation can be dealt with in writing without a meeting.
5. In any event we will send you a detailed written reply to your complaint, including any suggestions for resolving the matter, within 28 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again within 21 days and we will arrange for another of the partners within Devonalds unconnected with the matter to review the decision.
7. We will write to you within 28 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. We hope that we can resolve your complaint satisfactorily.

If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern.



DEVONALDS
SOLICITORS

You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

Visit www.legalombudsman.org.uk

Call 0300 555 0333 between 10am to 4pm.

Relay UK: 18001 0300 555 0333

Email enquiries@legalombudsman.org.uk

Legal Ombudsman PO BOX 6167, Slough, SL1 0EH