

## 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 write to us with details, addressing your letter to Ben Healey our Client Care Solicitor at 15 Parsons Court, Aycliffe Business Park DL5 6ZE, by telephone on 01325 787 007 or by email at [ben.healey@greystone.legal](mailto:ben.healey@greystone.legal)

### What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain any additional details that may be needed. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within two days of us receiving your complaint.
2. We will, within a day of receiving your complaint, record your complaint in our central register and open a separate file for your complaint.
3. We will then start to investigate your complaint. This will normally involve our Client Care Solicitor discussing your complaint with the person who dealt with your case and any other relevant parties and also examining all relevant files.
4. The Client Care Solicitor will then, within 21 days of your complaint, send you a detailed written reply including his suggestions which we hope will resolve your complaint.
5. At this stage, if you are still not satisfied, please let us know in writing and we will arrange to review our decision. This will happen in one of the following ways:
  - a. A partner in the firm will review the Client Care Solicitor's decision within 10 days. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
  - b. We will ask our local Law Society or another local firm of solicitors to review your complaint. We will let you know how long this process will take.
  - c. We will invite you to agree to independent mediation within five days. We will let you know how long this process will take.
6. If you are still not satisfied, you can contact the Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or you can consult the website at <http://www.legalombudsman.org.uk/>
7. If we have to change any of the timescales above, we will let you know and explain the reasons why.