

Complaints Handling Policy

1. 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.

If you have a complaint, please follow these steps to ensure that your concerns are resolved quickly:

First: Please speak to the person responsible for your case. You may prefer to put your concerns in writing, if this is the case please send your letter or email to the person who is acting for you.

Second: If the person responsible for your case is not able to resolve matters to your satisfaction, or if you find it difficult to speak to them about a complaint, please write or call their Supervisor whose name will have been given to you when you first instructed us.

Third: If you are dissatisfied by the way the Supervisor has handled your complaint please contact the Partner in charge of the Department (Head of Department) whose contact details are available in our website.

If after these stages your complaint remains unresolved, please contact our Client Care Partner who will investigate the matter for you. Please email clientcare@ellisonssolicitors.com.

2. What we will do

2.1 Any complaint will be dealt with quickly and reasonable efforts will be made to respond to your concerns.

2.2 We will acknowledge your complaint within three working days of receiving it, enclosing a copy of this procedure.

2.3 We will then investigate and send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 15 working days of sending you the acknowledgement letter.

3. Still not satisfied?

3.1 If you are still not satisfied, you can then 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 decision on your complaint but for further information, you should contact the Legal Ombudsman telephone: 0300 555 0333, email: enquiries@legalombudsman.org.uk

3.2 Alternative complaints bodies such as ProMediate (<http://www.promediate.co.uk/what-we-do/what-is-mediation/>) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

3.3 In addition, if you are a client and we have made a contract with you by electronic means you may be entitled to use an EU online dispute resolution service to assist with any contractual dispute you may have with us. This service can be found at <http://ec.europa.eu/odr>. Our email address is clientcare@ellisonssolicitors.com.