



FLAHIVE LAW

Complaints Handling Policy

We are committed to providing a high-quality legal service to our clients. When something goes wrong, we need you to tell us about it. This will help us to sort out any mistakes or misunderstandings, and to improve our standards.

If you have a complaint, please raise the problem with the person dealing with your matter, or if you prefer, Kerry Flahive, the Client Care Director. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

What will happen next?

1. We will acknowledge receipt of your complaint in writing within three days of receiving it.
2. We will then investigate your complaint. This will normally involve our complaint handler reviewing your file and speaking to the member of staff who acted for you and/or the Supervising Director.
3. Within 14 days of sending you the acknowledgement letter we will invite you to a meeting to discuss and try to resolve your complaint. If you do not want a meeting or it is not possible, we may instead offer you a chance to discuss the matter by telephone.
4. Within three days of the meeting or telephone conversation, we will write to you to confirm what took place and any solutions we have agreed with you.
5. In any case we will send a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the written acknowledgement of your complaint referred to in paragraph 1 above.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Client Care Director, Kerry Flahive, to review the decision with another member of the team.
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 you are still not satisfied, you can then contact the Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ about your complaint. However you should note that the Legal Ombudsman has time limits for accepting complaints and you will normally need to bring your complaint to the Legal Ombudsman within 6 months from the end of our complaints process. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.

Note that the Legal Ombudsman service cannot be used by business or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.

9. If we have to change any of these timescales we will let you know and explain.

Flahive Law Limited

63a Alderley Road, Wilmslow, Cheshire, SK9 1NZ

Tel: 01625 363032 Fax: 01625 363033 Email: info@flahivelaw.co.uk Web: www.flahivelaw.co.uk

Authorised and Regulated by the Solicitors Regulation Authority: SRA Number: 615515. Registered in England, Company Number: 8694798.

A list of Directors is available for inspection at our Registered Office. VAT Number: GB 201 6473 44.

