

Thea Limited Complaints Handling Policy

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 contact us with the details.

What will happen next?

1. We will aim to send you a letter acknowledging receipt of your complaint within two working 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 client care partner, Peter Webster, who will review your matter file and speak to the member of staff who acted for you.
3. Peter Webster will then invite you to a meeting to discuss and hopefully resolve your complaint. He will aim to do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Peter Webster 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, Peter Webster will aim to 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 Peter Webster to review his 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.

If you are still not satisfied, you can then contact the Legal Ombudsman:

Visit: www.legalombudsman.org.uk or

Call: 0300 555 0333 between 9am to 5pm or

Email: enquiries@legalombudsman.org.uk or

Write to Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

If we have to change any of the timescales above, we will let you know and explain why.

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