

Complaints handling procedure

Our complaints policy

Francis & Co is 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 concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed. In the first instance contact the Fee Earner dealing with your matter.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our partner Charlotte Willis (if the complaint concerns Judith Burke), or to our partner Judith Burke (if the complaint concerns Charlotte Willis or any other member of staff). The relevant partner will review your matter file and speak to the member of staff who acted for you.
3. You will then be invited to a meeting to discuss and, it is hoped, resolve your complaint. The relevant partner will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the relevant partner will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, the relevant partner will send you a detailed written reply to your complaint, including her 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 to explain why you remain unhappy with our response and we will review your comments.
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 at PO Box 15870 Birmingham B30 9EB about your complaint. Any complaint to the Legal Ombudsman must usually be made within a reasonable time of your becoming aware of the problem, or within a reasonable time from the end of the matter. The Legal Ombudsman has a Complaints Acceptance Policy which sets out the timeframes in which they would expect you to raise any complaint with them. For further information, you should contact the Legal Ombudsman on 0300 555 033 or refer to www.legalombudsman.org.uk

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