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COMPLAINTS PROCEDURE

(Version 3, December 2018)

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. 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 after you submit a complaint?

1. We will send you a letter acknowledging receipt of your complaint within three 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, Neil Lloyd-Evans, who will review your matter file and speak to the member of staff who acted for you.
3. Neil Lloyd-Evans will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Neil Lloyd-Evans 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, Neil Lloyd-Evans will 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 and wish to seek a review of our reply to your complaint, you should notify us in writing within 14 days of the date of the written reply (and setting out your reasons for seeking a review) and we will arrange for Neil Lloyd-Evans to review his decision or (and at our discretion and subject to your agreement) for a review by another local solicitor or mediator to review the 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 we have both agreed to refer your request to an external reviewer, we will write within 7 days of
8. If you are still not satisfied, you can then contact the

Legal Ombudsman,
PO Box 15870
Birmingham
B30 9EB

about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman (www.legalombudsman.org.uk) within six months of receiving a final written response from us about your complaint or within a year of the act or omission about which you are complaining occurring (or you becoming aware of it). For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.

9. In certain circumstances you may also be entitled to make a report to the Solicitors Regulation Authority. Please contact the SRA for help on when they will deal with a complaint against a solicitor rather than the Legal Ombudsman.

Guidance can be found on the SRA website (www.sra.org.uk)

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