



## COMPLAINTS HANDLING POLICY

### Statement of Policy

1. Canford Law are committed to providing a high-quality legal service to all of our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.
2. If you have a complaint, please contact us with all of the details. We will then 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?

3. On receipt of your complaint we will send you a letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this procedure.
4. We will then investigate your complaint. This will normally involve passing your complaint to the Managing Director who will review the complaint and speak to the member of staff who acted for you.
5. The Managing Director will send you a detailed written reply to your complaint including their suggestions for resolving the matter, within twenty one 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 an alternative Director to review your complaint.
7. We will write to you within fourteen 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 about your complaint. You will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). For further information you should contact the Legal Ombudsman using one of the options below,

Legal Ombudsman  
PO Box 6806  
Wolverhampton WV1 9WJ

0300 555 0333

[enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)