

## COMPLAINTS PROCEDURE

### 1. Complaints Policy

Foskett Marr Gadsby & Head 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.

### 2. Complaints Procedure

If you have a concern or a complaint that has not been dealt with to your satisfaction, please contact us as soon as you are aware of the problem, so this can be addressed.

Name: Kirsty Pappin, Practice Manager  
Address: 181 High Street, Epping, Essex CM16 4BQ  
Telephone: 01992 578642  
Email: [kirstypappin@foskettmarr.co.uk](mailto:kirstypappin@foskettmarr.co.uk)

### 3. What Will Happen Next?

- 3.1 We will send you a letter acknowledging receipt of your complaint within five (5) days of our receiving the complaint, enclosing a copy of this procedure.
- 3.2 We will then investigate your complaint. This will normally involve passing your complaint to our Client Care Partner, Howard Parkinson, who will review your matter file.
- 3.3 Howard Parkinson will then write to you addressing the matters raised in your complaint. He will do this within 14 days of sending you the acknowledgement letter. Should this not resolve matters, he may invite you to a meeting to discuss and, it is hoped, resolve your complaint.
- 3.4 If a meeting takes place, within three (3) days of the meeting, Howard Parkinson will write to you to confirm what took place and any solutions he has agreed with you.
- 3.5 If you do not want a meeting or it is not possible, Howard Parkinson will send you a detailed written reply to your complaint. This will include her suggestions for resolving the matter. The written reply will be sent within 14 days of the date of your correspondence rejecting a meeting or correspondence stating a meeting is not possible.
- 3.6 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. Depending on the matter we may at this stage arrange for another Partner to review the decision.
- 3.7 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.
- 3.8 If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ or call 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

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