

Complaints Procedure

1. Complaints Policy

We are committed to providing a high-quality legal service and client care to all our clients. When something goes wrong or you are unhappy about any aspect of the service we have provided, we need you to tell us about it. This will help us to improve our standards.

2. Our Complaints Procedure

If you have a concern or a complaint, please contact us in writing with details of your complaint. Our Client Service Partner's details are:

Name: Lynn Gooch, Client Service Partner
Address: 181 High Street, Epping, Essex CM16 4BQ
Telephone: 01992 563672
Email: lynngooch@foskettmarr.co.uk

3. What Will Happen Next?

- 3.1 Our Client Service Partner, Lynn Gooch, will send you a letter acknowledging receipt of your complaint within five working days of our receiving the complaint, enclosing a copy of this procedure. If appropriate, we may ask you to clarify or explain any details at this stage.
- 3.2 Our Client Service Partner, Lynn Gooch, will then investigate your complaint. This will involve a review your matter file and a conversation with the member of staff who acted for you.
- 3.3 The Client Service Partner, Lynn Gooch, will then send you a detailed reply to your complaint including suggestions for resolving the matter within 20 working days of sending the acknowledgement letter.
- 3.4 At this stage, if you are still not satisfied, you should contact us again and Lynn Gooch will review her decision or arrange for one of the other partners, unconnected with the matter, to review the decision
- 3.5 We will write to you within 10 working dates of receiving your request for a review, confirming our final position on your complaint and explain our reasons for the decision.
- 3.6 If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6167, Slough SL1 0EH about your complaint. Any complaint to the Legal Ombudsman must normally be made within six months of the date of our final decision on your complaint. Please note the time limit for referring a complaint to the Legal Ombudsman is one year from the date of the act or omission being complained about;-or one year from the date you realised there was cause for complaint. For further information you

should contact the Legal Ombudsman (Tel: 0300 555 0333) 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.