

PLEASE COMPLAIN!

We are committed to providing high quality legal services and client care to all our clients. When something goes wrong, we will try to put it right but we need you to tell us about it. This will help us to improve our service to you, as well as improving our standards in general.

If you have any concerns, niggles or problems, the person dealing with your file will listen and will try to sort them out to get things back on track.

If, having raised your concerns as above, you are still unhappy or feel that the problem has not been sorted out, you can make a formal complaint.

This leaflet sets out our Complaints Procedure, which has two stages:-

Stage One

Put your complaint in writing to Vicki Siddons, Practice Manager, and send by post to 4 Dominus Way, Meridian Business Park, Leicester, LE19 1RP, or by email to vsiddons@lawson-west.co.uk.

If your complaint should concern Vicki Siddons, it will be passed to a Director to deal with. Please send to: 4 Dominus Way, Meridian Business Park, Leicester, LE19 1RP or email: mail@lawson-west.co.uk.

Please make sure that you mark your letter or email 'FORMAL COMPLAINT' and state:-

- The nature of your complaint
- The outcome you would like

What Happens Next?

Within 7 days the Practice Manager will acknowledge your complaint and pass it to the Head of the relevant department.

The Department Head, or a senior member of that department (but not the person you have been dealing with) will look into your complaint and try to resolve the matter with you. They will aim to do this within 28 days of our receiving your formal complaint.

Stage Two

If the Department Head is not able to resolve your complaint to your satisfaction you can ask for a further review of your complaint by the Practice Manager.

To do this simply write to Vicki Siddons, Practice Manager, at 4 Dominus Way, Meridian Business Park, Leicester, LE19 1RP, email: vsiddons@lawson-west.co.uk or, if your complaint should concern Vicki Siddons, write to Lawson-West, 4 Dominus Way, Meridian Business Park, Leicester, LE19 1RP, email: mail@lawson-west.co.uk.

Please state which aspect of your complaint is still unresolved and the outcome you would like.



We have eight weeks overall to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

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 occurrence of the act or omission about which you are complaining (or you becoming aware of it).

For further information, you should contact the Legal Ombudsman on 0300 555 0333 or: enquiries@legalombudsman.org.uk.