

Resolving a Complaint

Please tell us if you are not satisfied

At Lawson-West we are committed to providing the highest quality of legal services and client care. When something goes wrong, we will try our hardest to put it right, but for us to know about your problem you need to tell us about it first. Knowing when there is a problem helps us to improve our service to you as well as improving our overall standards.

STAGE 1

Please raise your complaint in writing and send by email to complaints@lawson-west.co.uk or by post to Complaints, 4 Dominus Way, Meridian Business Park, Leicester, LE19 1RP. Alternatively, if you are unable to raise your concerns in writing please can you raise this verbally with the Head of Department responsible, or if your complaint relates to the Head of Department, then please contact our Head of HR & Operations who will direct you to an alternative senior manager to assist you in making your complaint.

NEXT

Within 7 days, we will acknowledge your complaint and pass it to the relevant Head of Department to respond to. If your complaint relates to the Head of Department then it will be passed to a senior member of the firm. We will investigate your complaint and aim to resolve the matter with you within 28 days of receiving your complaint.

STAGE 2

If the Head of Department is unable to resolve your complaint to your satisfaction, you can ask for a further review of your complaint by another senior manager, usually a Director of the firm. To do this, you will need to raise this by email to complaints@lawson-west.co.uk or by post at Complaints, 4 Dominus Way, Meridian Business Park, Leicester, LE19 1RP We will aim to resolve your Stage 2 complaint within 28 days of receiving your Stage 2 complaint.

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The Legal Ombudsman details are 0300 555 0333 or email enquiries@legalombudsman.org.uk

The Legal Ombudsman
Legal Ombudsman

PO Box 6167

Slough, SL1 0EH

NGT Lite: 18001 0300 555 0333

Minicom text phone: 18002 0300 555 0333

www.lawson-west.co.uk

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