

Resolving a Complaint

Please tell us if you are not satisfied.

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

If you have any concerns, niggles or problems, in the first instance speak to the person dealing with your file and they will try to resolve the problem and get things back on track. You can tell them verbally or in writing.

If, having raised your concerns, you are still unhappy or feel that the problem has not been resolved, you can make a formal complaint using our formal complaints procedure below.

STAGE 1

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

Please mark your letter or email with 'FORMAL COMPLAINT' and state:

- The nature of your complaint
- Your desired outcome

NEXT

Within 7 days, the Operations 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 (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 receiving your formal complaint.

STAGE 2

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 another senior manager, usually a Director or the Operations Manager.

To do this, simply write to the Operations Manager and send by post to 4 Dominus Way, Meridian Business Park, Leicester, LE19 1RP or by email to hwarren@lawson-west.co.uk

Please mark your letter or email "COMPLAINT REVIEW" and state:

- Why you feel your complaint has not been resolved
- Your desired outcome

We have 8 weeks overall to consider your complaint. If we have not resolved your complaint within this time frame you may refer it to the Legal Ombudsman.

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