

COMPLAINTS PROCEDURE FOR MURRIA SOLICITORS

We are 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.

Our complaints procedure

If you have a complaint, contact our Practice Manager, Mr Mark Reynolds, with the details.

What will happen next?

1. We will send you a letter acknowledging your complaint and may ask you to confirm or explain aspects of it. You can expect to receive our letter within two working days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within 2 working days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps.
 - Mr Reynolds will ask the member of staff who acted for you to reply to your complaint within 5 days.
 - He will then examine their reply and the information in your complaint file. And, if necessary, he may also speak to them. This will take up to three days from receiving their reply and the file.
5. Mr Reynolds will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within three days.
6. Within two days of the meeting Mr Reynolds will write to you to confirm what took place and any solutions he has agreed with you. If you do not want a meeting or it is not possible, Mr Reynolds will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within five days of completing the investigation.
7. At this stage, if you are still not satisfied you contact us again. We will then arrange to review our decision. This will happen by a Partner of the firm reviewing Mr Reynolds' decision within 10 days.

8. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
9. If we have to change any of the timescales above, we will let you know and explain why.
10. If you are not satisfied with our handling of your complaint, you can ask the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ (t) 0300 555 0333, (e) enquiries@legalombudsman.org.uk, (w) www.legalombudsman.org.uk to consider the complaint. Normally you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us.

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