

CLIENTS COMPLAINTS POLICY

Our complaints policy

Leeper Prosser Solicitors 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 concern or a complaint that has not been dealt with to your satisfaction by the person handling your matter or case, please contact us as soon as you are aware of the problem.

Please address your complaint to Tamsin Leeper, who is our complaints officer.

Tamsin's telephone number is 01453 791461

Tamsin's email address is tleeper@leeperprosser.co.uk

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure.
2. **Tamsin Leeper** will review your matter file and speak to the member of staff who acted for you. If your complaint is about a matter that Tamsin has conducted on then another director will be nominated to review the file.
3. We will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, We will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another director to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ or call 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at www.legalombudsman.org.uk.

If we have to change any of the timescales above, we will let you know and explain why.

We have also details below to the Online Dispute Resolution platform which is an interactive website offering a single point of entry to consumers and traders seeking to resolve disputes. <https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.chooseLanguage>

We have, however, chosen not to adopt an ADR process. If, therefore, you wish to complain further, you should contact the Legal Ombudsman.
