

Complaints Policy

This information leaflet gives you introductory guidance regarding the complaints policy at Stephensons.

This leaflet:

- Outlines who to contact should you need to make a complaint.
- Outlines what will happen from the point of complaint onwards.

Overview

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.

Complaints policy

If you are unhappy with our service and have been unable to resolve the matter with the person dealing with your case, please write to us with full details of your concerns. Our Client Care Complaints Partner, Neal Boland, has responsibility for dealing with complaints and for this policy. You can write to him at 24 Lord Street, Leigh, Lancashire WN7 1AB. Alternatively you can contact him at complaints@stephensons.co.uk.

What will happen next?

- We will send you a letter acknowledging your complaint and let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 days of us receiving your complaint.
- We will record your complaint in our central register and open a file for your complaint.
- We will then start to investigate your complaint. This may involve one or more of the following steps:
 - We may ask the member of staff who acted for you to reply to your complaint within 5 days;
 - We may examine the reply and the information in your complaint file. We may then ask for more information;

- We may invite you to meet the Partner in charge of the department that dealt with your case in order to discuss and hopefully resolve your complaint;
 - Within 2 days of the meeting, we will write to confirm what took place, and any suggestions we have agreed with you. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. This will happen within 5 days of us completing the investigation;
 - We will endeavour to deal with your complaint in a way that best suits your needs.
- At this stage, if you are still not satisfied, you can write to us again and the Client Complaints Partner will review our decision and inform you of the outcome.

If you are still not satisfied, you can ask the Legal Ombudsman to look into the matter. They have time limits for making a complaint to them. Normally you will need to bring a complaint to them within 6 months of receiving a final written response from us about your complaint.

The contact details for the Legal Ombudsman are: The Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ. Call No: 0300 555 0333 (calls are charged at local rate and will be recorded); if you are calling from overseas, please call +44 121 245 3050; For the minicom call 0300 555 1777; email enquiries@legalombudsman.org.uk.

Please note the Legal Ombudsman may not deal with a complaint about a bill if you have applied to the court for assessment of that bill.

About Stephenson

Stephenson provides legal advice for all aspects of your personal or business life. By understanding your circumstances and keeping the red-tape to ourselves, we focus on efficiently delivering what you need, when you need it. Operating from a number of regional locations, we rank among the top 100 UK law firms and are one of the fastest growing practices in the north west. With over 300 staff, you can trust our specialists to take care of things on your behalf, always putting your best interests first. So, for legal advice and action the way you want it, just turn to Stephenson.