

## COMPLAINTS POLICY

### Introduction

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 maintain and improve our standards. We value your business and would not wish to think that you have any reason to be unhappy with us.

### Our complaints procedure

We are confident that we will give you a high quality service in all respects. However, if you have a complaint about our work for you then take it up first with the person responsible for your matter. If that person does not resolve the problem to your satisfaction or you prefer not to speak to him/her, then please raise a formal complaint with our complaints director, Matthew Waite by writing to him or sending him an email ([matthew@matthewwaite.com](mailto:matthew@matthewwaite.com)) with the details.

### What will happen next?

1. We will acknowledge receipt of your complaint in writing within three days of receiving it.
2. We will then investigate your complaint. This will normally involve our complaints director reviewing your file and speaking to the member of staff who acted for you.
3. Within 14 days of sending you the acknowledgement letter our complaints director will either :- (i) if further information is required invite you to a meeting to discuss and resolve your complaint (or if you do not want a meeting or it is not possible, our complaints director may instead offer you a chance to discuss the matter by telephone) or (ii) send you a detailed written reply to your complaint, including his suggestions for resolving the matter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the firm to review the decision.
5. 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.

## Legal Ombudsman

If you are still not satisfied, you can contact the Legal Ombudsman about your complaint. Any complaint to the Legal Ombudsman must usually be made within twelve months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman. Note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.

The Legal Ombudsman can be contacted at:

Post: PO Box 6806, Wolverhampton WV1 9WJ.  
Telephone: 0300 555 0333.  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

If you have any questions relating to this policy please contact Matthew Waite who will be happy to assist.

Matthew Waite & Co  
Ariel House  
Frogmore Street  
Tring  
Hertfordshire  
HP23 5AU

T: 01442 890111

F: 01442 890955

E: [matthew@matthewwaite.com](mailto:matthew@matthewwaite.com)

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