



Complaints procedure

We aim to provide the highest standards in terms of legal advice and client service. We are concerned when we fail to live up to these high standards. If this occurs, we will adopt the following steps to deal with any complaint, to offer redress where appropriate, and learn how we can improve the service which we deliver to all our clients.

The steps set out below are a general guide. The precise procedure will depend upon the nature of the complaint, and the particular needs of any client concerned.

If you have any concerns about any aspect of the procedure do not hesitate to contact our Managing Partner, Matthew Truelove, on 01483 752700 or by email to matthew.truelove@twmsolicitors.com. He will be very happy to discuss matters with you.

Our procedure

1. The first step is to refer the complaint to the partner who is best able to deal with it. As a firm, we categorise our services within 6 Departments, according to the nature of the work being undertaken. Our complaints procedure follows this and provides that any complaint be dealt with initially by the Head of the Department relevant to the complaint. The relevant partners (complaint handlers) are:

Commercial Property	Adrian Price	01483 752763	adrian.price@twmsolicitors.com
Residential Property	Jonathan Potter	020 8879 5276	jonathan.potter@twmsolicitors.com
Lending	Julian Sampson	01483 752734	julian.sampson@twmsolicitors.com
Family	Sarah Cornes	020 8879 5271	sarah.cornes@twmsolicitors.com
Business Law	Jamie Berry	01483 752753	jamie.berry@twmsolicitors.com
Dispute Resolution	David Hitchcock	01483 752816	david.hitchcock@twmsolicitors.com
Private Client	Allison Crossman	01483 542288	allison.crossman@twmsolicitors.com

In some circumstances, it may be appropriate to ask another partner to consider a complaint. This will always be the case if the complaint is made in respect of the relevant complaint handler.

2. The complaint handler will usually endeavour to write to you within 7 days of receipt of the complaint, acknowledging receipt and setting out a proposed timetable for dealing with it. The timetable will detail the steps to be taken. It may well be that the complaints handler will offer to meet with you at an early stage, to better understand the nature of your complaint and, if possible, to try to resolve it with you at the meeting.

If the complaint handler is unable to provide this information within the 7 day period envisaged then they will write to you within that period acknowledging receipt of the complaint and indicating when the information will be available.

3. The complaint will be entered on to our Complaints Register, which is reviewed regularly by the Executive Committee of the firm.
4. The complaint handler will undertake a detailed review and investigation into the complaint as appropriate in all the circumstances. We will generally endeavour to complete this within 4 weeks of the date of the complaint handler's first communication with you.

5. The complaint handler will confirm their findings in respect of the complaint to you. This will either be at a meeting and then confirmed in writing or wholly confirmed in writing. Where appropriate, if a complaint is upheld, we will offer to resolve the matter by making redress. The nature of such redress may comprise one or more suitable forms of remedy, and will vary from matter to matter.
6. The findings and nature of any redress will be entered in the Complaints Register.
7. If you are dissatisfied with the outcome of the complaint or redress offered you may ask us to review the decision. In such circumstances, the matter will be referred to the Managing Partner, who will undertake, or, if more appropriate, arrange for another partner to undertake, such further investigation as is appropriate. We will endeavour to make a final finding within 8 weeks of your initial complaint to the firm, wherever possible, subject to prompt receipt from you of any further information sought throughout the process.
8. Finally, if you are dissatisfied with our findings, you have the right to refer your complaint to the Legal Ombudsman (LeO) - an independent authority which deals with complaints against members of the legal profession.

You should note that you have up to 6 months following our final response to your complaint in which to refer matters to LeO.

There are also two additional relevant time limits; LeO will accept complaints up to 6 years from the date of act/omission, or 3 years from when you should have known about the matter giving rise to the complaint – whichever is the later.

The Legal Ombudsman's contact details are:

Tel: 0300 555 0333. If calling from overseas, the number is +44 121 245 3050. Email: enquiries@legalombudsman.org.uk

Postal address: PO Box 6806, Wolverhampton WV1 9WJ

We hope that this guide has been helpful. We pride ourselves on achieving a very low incidence of complaints, and on tackling matters proactively and fairly when they do arise.

Matthew Truelove
Managing Partner and Compliance Officer for Legal Practice
July 2019