

## Complaints procedure

We aim to provide the highest standards in terms of legal advice and client service and are very proud that 98% of the feedback we receive from our clients is supportive and positive. However, we are concerned when, very occasionally, some clients may feel that we have failed 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.

### 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 7 departments, according to the nature of the work being undertaken. Our complaints procedure follows this and provides that any complaint should be usually be dealt with by the Head of the relevant department, or by a nominated senior partner within the department. The relevant partners (complaint handlers) are:

Commercial Property	Adrian Price	01483 752763	adrian.price@twmsolicitors.com
Residential Property	Claire Fountain	020 7471 8092	claire.fountain@twmsolicitors.com
Lending	Julian Sampson	01483 752734	julian.sampson@twmsolicitors.com
Family	Sarah Cornes	01737 237167	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	01372 380974	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.
3. 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.
4. The complaint handler will confirm their findings in respect of the complaint to you. This may be in a telephone call or in 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.
5. If you are dissatisfied with the outcome of the complaint or redress offered you may ask us to review the decision. In such circumstances, you should set out your concerns in writing to the Managing Partner, Matthew Truelove, who will undertake (or, if more appropriate, arrange for another partner to undertake), such further investigation as is appropriate. His postal address is TWM Solicitors LLP, 65 Woodbridge Road, Guildford, Surrey GU1 4RD, and his email address is [matthew.truelove@twmsolicitors.com](mailto:matthew.truelove@twmsolicitors.com)

6. 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.
7. 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 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](mailto: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**  
**March 2021**