**Appendix 41**

**Peters & Peters**

**Complaints procedure**

**Our complaints policy.**

We are committed to providing a high-quality legal service to all of 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:-**

1. In the first instance if at any time you are concerned about the service or the cost of the service you are receiving, please immediately inform the Fee Earner and Partner with overall responsibility for your matter.

If you are not satisfied with their proposal for resolution of your concerns then please contact the Managing Partner, Helen McDowell.

What will happen next?

1. You can expect to receive a letter, within 3 working days, acknowledging your complaint and which may ask you to confirm or explain further your concerns. Our letter will enclose a copy of this complaints procedure. We will also confirm the name of the complaints Partner who will be dealing with your complaint.
2. We will record your complaint in our central register and create a file with all the details.
3. We will then start to investigate your complaint. This will normally involve the following steps: --
   * The complaints Partner will review your file and speak to the Fee Earner and Partner who acted for you to understand your issues.
   * The complaints Partner may contact you for more information or to suggest a meeting to discuss the matter further.
   * It might be possible to resolve your complaint informally. However, in some cases it will be more appropriate to respond in a detailed letter. This letter will include, where possible, suggestions for resolving the matter.
4. We will consider your complaint within 8 weeks of receipt.
5. If you are still not satisfied, you can write to us again. We will then arrange for another Partner in the firm to review the original complaint partner’s decision.
6. At any time or if you are still not satisfied you can contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of receiving a final written response from us about your complaint. For further information, you should contact the Legal Ombudsman on telephone number 0300 555 0333 or at www.legalombudsman.org.uk