

# SHAW & COMPANY SOLICITORS LIMITED

## COMPLAINTS POLICY & PROCEDURE

Office Manager: Christopher M Shaw

**Offices at:**

Three Indian Kings House  
31 Quayside  
Newcastle-upon-Tyne  
NE1 3DE

0191 2615802

## **OUR COMPLAINTS POLICY**

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.

## **OUR COMPLAINTS PROCEDURE**

If you have a complaint, please contact Chris Shaw our Client Care Manager. You can write to him at our Newcastle office Three Indian Kings House, 31 The Quayside, Newcastle upon Tyne, NE1 3DE. Telephone: 0191 261 5802.

## **WHAT WILL HAPPEN NEXT?**

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will contact you in this respect within two working days of receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint.
3. We will then start to investigate your complaint. This will normally involve the following steps:
  - The Client Care Manager Chris Shaw will handle your complaint.
  - He may ask the member of staff who acted for you to reply to your complaint within seven days.
  - He will then review their reply and information in your complaint file and make any further enquiries. This will take up to a further three days.

4. We will invite you to meet Chris Shaw to discuss and hopefully resolve your complaint. We will do this within ten days of receiving all the details we need from the member of staff who acted for you.
5. Following the meeting we will write to you to confirm what took place and any solutions 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 seven days of us completing our investigation.

6. At this stage, if you are still not satisfied you can contact us again. We will then arrange to review our decision within ten days. This will happen in one of the following ways:
  - We will arrange for another Manager in the firm who has not been involved in your complaint to review it.
  - We will ask another local firm of solicitors to review your complaint. We will let you know how long this process will take.
7. At the end of the review we will write to you confirming our final position on your complaint and explaining our reasons.

If we have to change any of the timescales above, we will let you know and explain why.

8. If at the end of the process you are not satisfied with the way in which your complaint has been handled you can refer matters to:-

The Office of Legal Ombudsman  
PO Box 6167  
Slough  
SL1 0EH

Telephone: 0300 555 0333  
Minicom: 0300 555 1777  
[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

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