

## **GREENE & GREENE**

### **OUR POLICY FOR DEALING WITH CLIENT COMPLAINTS**

We are committed to providing a high quality legal service for each of our clients. If something goes wrong please do tell us about it as this will help us improve our service. Although not essential, if you have not already done so, in making any complaint it would be helpful if you could provide details of your concerns in writing.

### **OUR PROCEDURE**

The senior member of our firm responsible for client care is Rob Adam. He will liaise with the supervising partner in respect of your matter and your client partner in respect of any complaint but will retain overall responsibility for the investigative procedures.

### **WHAT HAPPENS NEXT?**

We will acknowledge your complaint in writing and may ask you to confirm or explain any details. We will also confirm who will be dealing with the matter. You can expect to receive our acknowledgement within 3 working day of our receiving your complaint.

We will then begin our investigation. This may involve further discussion with you, in person or on the telephone, to resolve the issue.

We will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter and will be sent within 15 working days of receiving your complaint.

If your complaint is resolved, all well and good. However, if you remain dissatisfied, please write to us again. We will then arrange to review our decision. Another senior member of the firm not previously involved with the complaint will review the matter.

Within 15 working days of receiving your request for a review, we will write to you to let you know the resolute of the review and to confirm the firm's final position on your complaint, explaining our reasons.

## THE OMBUDSMAN/ADR

If you remain dissatisfied you have a right to complain to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints.

You have 6 months from the date of our final letter in which to complain to the Legal Ombudsman whose contact details are as follows: -

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

Telephone: 0300 555 0333

E-mail address: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Alternative complaint bodies (such as Ombudsman Services ([www.ombudsman-services.org](http://www.ombudsman-services.org)), ProMediate ([www.promediate.co.uk](http://www.promediate.co.uk)) and Small Claims Mediation ([www.small-claims-mediation.co.uk](http://www.small-claims-mediation.co.uk)) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

We are happy to agree to use such a scheme in appropriate circumstances.

We are committed to dealing with your concerns as quickly as practicable in all of the circumstances but, if we are unlikely to be able to provide a response within any of the anticipated timescales, we will let you know and explain why.