

Pleass Thomson & Co

Complaints Advice

What is a Complaint?

Any expression of client dissatisfaction, however it is expressed. It is our aim to offer a competent and useful service to all our Clients. However, if you feel that we have not provided the level of service you desired, then please follow the below procedure.

Who to complain to initially?

Firstly, please raise your dissatisfaction to the Fee Earner you have been dealing with. This may be via telephone or written communication. It is sincerely hoped that any issues can be dealt with at this stage, resulting in a mutually satisfactory outcome.

Dissatisfaction not resolved?

If after speaking or receiving a written response from the Fee Earner you still feel dissatisfied, then please contact our Office Manager, Ms. H Pleass, at the Clacton on Sea office. The Office Manager will request from you either via telephone or written communication within 14 days, a full description and why you do not feel the Fee Earner has resolved your initial complaint. The Office Manager will then conduct an objective review of your complaint with the Fee Earner you have been dealing with, consulting with other Fee Earners if necessary. Both your views and that of the Fee Earner will be evaluated and the Office Manager will then contact you with the outcome of the evaluation within 21 days. At this stage we would hope that the complaint can be resolved and no further action will be required.

Do you wish to complain further?

If after following the above procedure you feel that we have been unable to satisfactorily resolve your complaint, then please contact the Legal Ombudsman. The Legal Ombudsman is completely independent from the legal profession. If you want to find out more please visit:

www.legalombudsman.org.uk

The Legal Ombudsman may be contacted at:

Postal Address:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Email:

enquiries@legalombudsman.org.uk

Telephone:

Tel: 0300 555 0333