



Matthew & Matthew Limited

Registered office: Norris Chambers 194 Seabourne Road Southbourne Bournemouth BH5 2JD
Registered in England & Wales company no. 6979123 Solicitors Regulation ID 518164

Complaints Procedure

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.

If you have a complaint, please write to us with the details, addressed to our Client Care Director, David Webb, who is a director of our company. You can contact him by letter to Norris Chambers 194 Seabourne Road Southbourne Bournemouth BH5 2JD, by fax on 01202 420054 or by email to david.webb@mm4law.co.uk. If your complaint is about David, then please write to our Deputy Client Care Officer, Emma King, who is also a director. Her email address is emma.king@mm4law.co.uk.

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. You can expect to receive our letter within seven working days of us receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will do this within a day of receiving your complaint.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within seven working days of your reply.
4. We will then start to investigate your complaint. This may involve one or more of the following steps:
 - We may ask the person who acted for you to reply to your complaint within seven working days;
 - We may examine the reply and the information in your complaint file. We may then ask the person who acted for you for more information. This will take up to seven working days from receiving the reply and the file.
5. We will invite you to meet our Client Care Officer to discuss and, it is hoped, resolve your complaint. We will do this within seven working days of receiving all the details we need from the member of staff who acted for you.
6. Within two working days of the meeting we will write to you to confirm what took place and any suggestions we have agreed with you.
7. 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 and any appropriate redress. This will happen within seven working days of us completing the investigation.
8. At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. This will happen in one of the following ways:
 - Another solicitor of the firm will review our Client Care Officer's decision within ten working days;

- We will ask our local Law Society or another local firm of solicitors to review your complaint within seven working days. We will let you know how long this process will take;
 - We will invite you to agree to independent mediation. We will let you know how long this process will take.
9. We will let you know the result of the review within seven working days of the end of the review. At this time 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.

If you are still not satisfied, you can contact: Legal Ombudsman, PO Box 15870, Birmingham B30 9EB about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333, www.legalombudsman.org.uk or enquiries@legalombudsman.org.uk.