

## Thompson Allen LLP Complaints Procedure

(From January 2017)

### Our complaints policy

Thompson Allen LLP is 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 concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed. You can send us the details of your complaint by email to [mark.allen@thompsonallen.co.uk](mailto:mark.allen@thompsonallen.co.uk) , or by letter or fax to our office address.

### What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Mark Allen who will review your matter file and speak to the member of staff who acted for you.
3. Mr Allen will then invite you to discuss the matter (either on the telephone or, if you prefer, in person) and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting/telephone conversation, Mr Allen will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Mr Allen will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another partner to review the decision.

7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

8. If you are still not satisfied, you can then contact the

Legal Ombudsman,

PO Box 6806,

Wolverhampton

WV1 9WJ

about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). For further information, you should contact the Legal Ombudsman on 03005550333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).