

**DUNHAM GUEST & LYONS**  
**INTERNAL COMPLAINTS PROCEDURE - REVISED AUGUST 2007**

**OUR COMPLAINTS POLICY**

We are committed to providing a high quality legal service to all our clients. If you are dissatisfied with any aspect of our service, we need you to tell us about it. This will help us to continue improving our client care. While the complaint may be made by personal meeting, telephone or in writing, it is preferable that you submit your complaint in writing so that the full facts can be laid out clearly and without ambiguity. If possible you should also indicate what you would like us to do about your complaint.

The aim of our complaints procedure is to resolve the problem as quickly as possible, and to your satisfaction. If we consider that the complaint is justified, then we will try to resolve it positively, e.g. by an explanation, apology or transferring the matter to another member of staff.

**OUR COMPLAINTS PROCEDURE**

1. In the first instance you may wish to raise the matter with the member of staff who acted for you, to see whether it is possible to resolve matters informally. If for any reason that member of staff cannot resolve the problem to your satisfaction, or if you prefer not to raise your complaint with that member of staff, then you should raise the matter with our client care partner, Mr Binns.
2. Mr Binns will send you a letter acknowledging your complaint and if necessary asking you for further information. You can expect to receive our letter within three clear working days of Mr Binns receiving your complaint, subject to the realities of postal delays.
3. We will record your complaint in our central register and open a separate file for your complaint. We will do this within three clear days of receiving your complaint.
4. We will then start to investigate the matter. This will normally involve the following steps:-
  - 4.1 Our client care partner, Mr Binns, will ask the member of staff who acted for you to report to him regarding your complaint within five working days.
  - 4.2 Mr Binns will then consider their report in conjunction with your complaint and if necessary he may also speak to the member of staff who acted for you. This will take up to five clear days from receiving their report.
5. Mr Binns will then write to you within ten working days thereafter to address the issues you have raised. That letter will give you the opportunity of making further comments if you consider it appropriate or give you the opportunity of a meeting for a discussion but, in either event, in the hope that it will be possible to resolve the issues you have raised.

6. If a meeting should take place with Mr Binns, then within ten working days thereafter he will write to you to confirm what took place and any solutions which have been agreed between you.
7. If a matter is dealt with by your written reply, a further response will be sent to you by Mr Binns with suggestions for resolving the matter.
8. If at this stage you are still not satisfied or we have not resolved the matter to your satisfaction within eight weeks from the date of receipt of your complaint, you have the right to refer the matter to the **Legal Ombudsman**. A complaint should be made to the Ombudsman within six months of the date of our response to your complaint although the Ombudsman does have a discretion in certain circumstances to extend that time limit. You may write to the Ombudsman at P.O. Box 6806, Wolverhampton WV1 9WJ. Telephone 0300 555 0333 or email [enquiries@legalombudsman.gov.uk](mailto:enquiries@legalombudsman.gov.uk)

In certain circumstances the matter may also be referred to the Solicitors Regulation Authority.

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