



Complaints Procedure

Complaints about legal services provided by Armstrong Family Law

I am committed to providing a high-quality legal service to all my clients. If something goes wrong, I need you to tell me about it. This will help me to maintain and improve my standards. If you have a complaint, please contact me with the details. If I have to change any of the timescales set out below I will let you know.

1. Within three days I will send you a letter acknowledging your complaint and asking you to confirm or explain the details. I may suggest that we meet to clarify any details.

2. I will then record your complaint in my central register and open a file for your complaint and investigate your complaint. This may involve one or more of the following steps.

- If I acted for you, I will consider your complaint again. I will then send you my detailed reply or invite you to a meeting to discuss the matter.
- If someone else acted for you, I will ask them to give me their reply to your complaint. I will then examine their reply and the information in your complaint file. I may also speak to the person who acted for you.
- I will then write inviting you to meet me and discuss and hopefully resolve your complaint.

3. At this stage I would welcome the opportunity to meet with you. I would aim to be in a position to be able to meet with you within 14 days of first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, I will write fully to you setting out my views on the situation and any redress.

4. Within three days of the meeting I will write to you to confirm what took place and any solutions I have agreed with you. In appropriate cases I could offer an apology, a reduction of any bill or a repayment in relation to any payment received.

5. At this stage, if you are still not satisfied, please contact me again. I will then arrange to review my decision within the next 10 days. This may happen in one of the following ways.

- I will review the decision myself; or

I will arrange for a colleague (if available) who is not connected with the complaint to review my decision.

6. I will let you know the result of the review within five days of the end of the review. At this time I will write to you confirming my final position on your complaint and explaining my reasons. If you are still not satisfied, you can contact the Legal Ombudsman about your complaint (8 weeks after the complaint was made), but I very much hope that this will not be necessary. His contact details are as **Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ**, Tel: 0300 555 0333, or if calling from outside the UK: +44 121 245 3050, Minicom: 0300 555 1777, Email: enquiries@legalombudsman.org.uk Web: www.legalombudsman.org.uk

Complaints to the Ombudsman must be made within 6 years of the conclusion of my complaints process. They should also be made no later than 3 years from when you should reasonably have become aware of the problem (if the act or omission took place before 6 October 2010 or was more than 6 years ago. Please note that the Legal Ombudsman will only deal with complaints from, in broad terms, (1) individuals, including sole traders, (2) micro enterprises (less than 10 employees and a turnover less than £2 million), (3) small charities and clubs/associations with an annual income net of tax less than £1 million, (4) trustees of a trust with an asset value of less than £1 million, and (4) beneficiaries of an estate.

If you do not fall within these categories, you have the right to object to your bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974.