



Complaints Procedure

Whilst we always aim to provide a high quality service, we understand that you may not always be satisfied with the work we have carried out for you. If this happens, we need you to let us know and give us the opportunity to put things right.

Complaints and feedback provide valuable insights into how our service may be improved and we are keen to resolve any complaints through our in-house procedure. We want you to be happy and satisfied with our service and with the way you have been treated.

You can let us know of your complaint by letter or email to Christine Harley Davies 5 Laurel Close Bridport DT6 5RQ or christine@winterbornelegal.co.uk. So that your complaint can be correctly recorded and dealt with, it would be helpful if you told us:

- Your full name and how you can be contacted;
- What you think we have got wrong;
- What outcome you would like your complaint to achieve.

Our Response

We will respond to you within five working days to acknowledge your complaint and provide a copy of this policy.

We will then review your complaint and your file, together with any other relevant documents. We may also need to ask you to provide further documents or information.

If it is appropriate to do so, we may invite you to meet to discuss your complaint. If you choose not to do so, or are unable to attend a meeting, we will be happy to discuss the matter with you by telephone.

When we have investigated, we will contact you to let you know how we propose to resolve your complaint. We will aim to do this within 20 working days of the date of our acknowledgement letter.

If you are not satisfied with the outcome of our complaints handling procedure, please let us know so that we have the opportunity to review the matter.

CILEx Regulation will investigate allegations of misconduct and complaints must be made within 12 months of the event that gave rise to the complaint. CILEx Regulation can be contacted:



- By telephone on 01234 845770;
- By post at CILEx Regulation, Room 301, Endeavour House, Wrest Park, Silsoe, Bedfordshire, MK45 4HS;

If you are still unhappy, you can ask the Legal Ombudsman to look into your concerns. The Legal Ombudsman can be contacted:

- By telephone on 0300 555 0333;
- By post at PO Box 6806, Wolverhampton, WV1 9WJ;
- By email at enquiries@legalombudsman.org.uk

If you choose to refer your complaint to the Legal Ombudsman, you must usually do so within six months of our final written response to your complaint. The Legal Ombudsman service is free of charge.

Alternative Dispute Resolution (ADR) bodies such as Pro Mediate UK Limited of Brow Farm, Top Road, Frodsham, Cheshire, WA6 6SP; Tel: 020 3621 3908; Email: enquiries@promediate.co.uk; Website: www.promediate.co.uk) are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

At the present time we do not agree to use ADR.

Please note that our in-house procedure is not able to resolve any question of liability or negligence.