

Atticus Solicitors complaints procedure

We are confident that we will give you high quality service in all respects. However, if you have any problems or concerns about any aspect of our work for you then you should contact us immediately. If this fails to resolve the problem to your satisfaction please contact Iain Haley, the Director who oversees complaints made against the practice. We have 8 weeks to consider a complaint. If you are unhappy about our handling of your complaint, you can ask the Legal Ombudsman (Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ) to consider the complaint. Normally, you will need to complain to the Ombudsman within 6 months of receiving a final written response from us or within 6 years of the act or omission about which you are complaining or 3 years from when you should reasonably have known there was a cause for complaint (if the act took place more than six years ago).

Complaints Procedure Timetable

Action	Timescale
Acknowledge the complaint in writing and send a copy of the complaints procedure	Within 7 working days
Invite you to a meeting or to discuss the issues by telephone	Within 7 working days
Confirm the outcome of the meeting or telephone conversation in writing	Within 7 working days of the meeting/telephone conversation
Investigate the issues	Within 14 days of receiving the complaint
If a meeting/telephone discussion is not possible or required: Investigate the issues and write to you with the outcome	Within 21 days
Review and close the complaint	Within 8 weeks of receiving the complaint

ATTICUS SOLICITORS LIMITED, registered as a limited company in England and Wales under company number: 06795449.

Registered Company Address: Leeds House, 79a High Street, Newcastle Under Lyme, Staffordshire, ST5 1PS.