



## **Lynne Passmore Family Law**

### **Complaints Policy and Procedure**

#### **Policy**

Any expression of dissatisfaction made by a client; verbally, in writing, by email or in any other way, must be reported to Lynne Passmore immediately.

Lynne Passmore will consider whether the matter should be treated as a complaint or not. We will act promptly and fairly in all circumstances. We will record details of any expressions of dissatisfaction made.

#### **Procedure**

If a complaint is made, the following procedure will be used:

1. The complaint will be acknowledged within 7 working days of receipt and the client will be told who is dealing with the complaint and that the client's file will be read.
2. In the event that it is unclear what the complaint is from the detail provided by the client, the client will be asked to provide more details to assist Lynne Passmore in her investigations.
3. Once it is clear what the complaint is, Lynne Passmore will consider the matter and respond to the client's complaint in detail within 28 days of the letter sent out at 1. above.
4. If the client requests, or if Lynne Passmore considers it appropriate and the client agrees, a meeting can take place. The purpose of the meeting is to discuss the complaint and establish whether a solution can be found.
5. Once Lynne Passmore is satisfied that the investigation of the complaint is concluded, a letter will be sent to the client confirming our findings, setting out any resolution agreed and formally ending the complaints procedure. We anticipate that this letter will be sent to the client within 8 weeks of receipt of any original complaint. The letter will also refer to the client's options regarding the Legal Ombudsman in the event that they remain dissatisfied with our service. Full contact details for the Legal Ombudsman will be given in this letter.

They are: Legal Ombudsman, PO Box 6806 Wolverhampton WV1 9WJ tel. 0300 500 0333 web: [www.legaslombudsman.org.uk](http://www.legaslombudsman.org.uk) email:enquiries@legalombudsman.org.uk

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint and

- No more than six years from the date of the act/omission; or  
No more than three years from when you should reasonably have known there was cause for complaint.

6. If the client refers the matter to the Legal Ombudsman (LeO), Lynne Passmore will deal with all communications from LeO.