



Complaints Handling Procedure

Our Complaints Policy

We are committed to providing a high quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our Complaints Procedure

If you have a complaint about our service or a bill that we have rendered or both please contact us with the details.

The person to contact is The Office Manager, Amy McCartney. She can be reached at:
Unit 4, Church Farm Court, Capenhurst Lane, Chester, CH1 6HE
Or by email: accounts@graystons.co.uk

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 7 days of having received the complaint, enclosing a copy of this procedure.
2. We will then investigate the complaint. This will normally involve the Office Manager reviewing your file and speaking to the member of staff who acted for you.
3. The Office Manager will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for The Director Julie Grayston to review your complaint.
5. We will write to you within 7 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If we have to change any of the timescales above, we will let you know and explain why.
8. If you are still not satisfied, you can then contact the Legal Ombudsman at:
PO Box 6806
Wolverhampton
WV1 9WJ
Tel: 0300 555 0333 or 0121 245 3050

Email: enquiries@legalombudsman.org.uk

Or in the event that your complaint concerns data protection rights you can contact The Information Commissioner's Office at <https://ico.org.uk/concerns/handling/>
There are time limits within which complaints must be made to the Legal Ombudsman, as indicated below.

Generally speaking, your complaint should be made to the Ombudsman no later than 12 months from when the problem occurred or from when you should reasonably have become aware of the problem.

Additionally, you should make your complaint to the Ombudsman within six months of receiving a final response from us following the complaint that you have made to us.

Normally, your complaint needs to fall inside both rules if the Ombudsman is going to investigate it.