

## **COMPLAINTS PROCEDURE**

Bindman Solicitors LLP is committed to providing all our clients with the highest possible service. However, should you not be satisfied with the quality of service you receive, we want you to tell us.

### **Our Procedure**

Details of your complaint should be forwarded, in writing, to our Senior Partner, Mr Les Bindman. One of the following methods should be utilised:

- By mail: Bindman Solicitors LLP, 22 Front Street, Whickham, Newcastle upon Tyne, NE16 4DT; or
- By e-mail: [lbindman@bindman-solicitors.co.uk](mailto:lbindman@bindman-solicitors.co.uk).

Upon receiving any complaint, we will write to you acknowledging the same within 5 working days. Should we require any further information from you, or clarification on any of issues raised, we will request this in our initial correspondence in order that we may deal with your complaint as quickly as possible.

Our initial correspondence will set out the nature of your complaint and confirm the relevant timescale which will be utilised in order for us to investigate; we aim to respond to all complaints within 28 days of receipt. Contact details of the Legal Ombudsman, together with the applicable time limits for referring your complaint to them, will also be included.

After forwarding our initial correspondence, we will then investigate your complaint. Due investigation will be carried out which may include, but is not limited to, asking the fee earner whom acted on your behalf to provide a response to your complaint, together with our suggestions for resolving the matter. If, for any reason, we are not able to respond fully within the anticipated 28 day period, we will write to you, confirming that the matter is still being investigated and providing you with an estimated timescale for completing our investigation.

Once you have received our final response to your complaint, if you are not satisfied with our findings or suggestions for resolving the matter, you should contact us again to explain the reasons why, which we shall review, and, if appropriate, invite you to a meeting to discuss the matter in person. Following any meeting, we will then write to you, within 14 days, confirming our final position on your complaint, together with a full explanation for our reasoning.

If, after the following the process outlined above, you are still not satisfied with the way in which we have handled your complaint, you have the right to refer the same to The Legal Ombudsman via PO Box 6806, Wolverhampton, WV1 9WJ. Please note, there are time limits for making complaints to the Legal Ombudsman and you will normally be required to refer a complaint to the Legal Ombudsman within six months of receiving a final written response from us.