

Ives & Co

S O L I C I T O R S

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Ruth Stevenson
This firm is regulated by the SRA NO 68581

COMPLAINTS HANDLING PROCEDURE

OUR COMPLAINTS POLICY

I am committed to providing high-quality legal advice and client care to all of my clients. When something goes wrong, I need you to tell me about it. This will help me to improve our standards.

OUR COMPLAINTS PROCEDURE

If you have a complaint, please telephone the office and ask for me personally.

WHAT WILL HAPPEN NEXT?

1. I will send you a letter acknowledging receipt of your complaint within 7 days of my receiving the complaint and enclosing a copy of this procedure.
2. I will then investigate your complaint. This will normally involve a review of the file and my speaking to the members of staff whom you have dealt with.
3. I will then invite you to a meeting to discuss and hopefully resolve your complaint. I will do this within 14 days of sending you the acknowledgement letter.
4. Within 3 days of the meeting, I will write to you to confirm what took place and any solutions I have agreed with you.
5. If you do not want a meeting or it is not possible, I will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. If you are still not satisfied, you can then contact The Legal Ombudsman, whose address is PO B ox 6806 Wolverhampton WV1 9WJ (e-mail address enquiries@legalombudsman.or.uk) Telephone 0300 555 0333

If I have to change any of the timescales above, I will let you know and explain why. There will be no charge for dealing with your complaint.

RUTH STEVENSON
SOLICITOR