

Complaints handling procedure

Farnworth Rose is 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 handling procedure

If you have a concern or a complaint, please contact us in writing setting out details of your complaint as soon as you are aware of the problem so this can be addressed.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five days of you raising your concerns.
2. We will then investigate your complaint. This will normally involve passing your complaint to the Director in charge of Complaints who will review your matter file and speak to the member of staff who acted for you.
3. The Complaints Director will write to you with the outcomes of the investigations. S/he will do this within 14 days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for a partner to review the decision.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

What to do if we cannot resolve your complaint

If we cannot resolve your complaint, you can refer your complaint to the Legal Ombudsman, an independent complaints body established under the Legal Services Act, who can investigate complaints about the legal service you have received from us.

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 can take your complaint to them.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman's contact details are: -

- Telephone: 0300 555 0333 Minicom: 0300 555 1777
- Website: www.legalombudsman.org.uk
- Post: Legal Ombudsman, PO Box 6167, Slough SL1 0EH.

If we have to change any of the timescales above, we will let you know and explain why.