

Complaints Handling Procedure

Preston Turnbull 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. If you have a complaint, please contact the Supervising Partner. If this does not resolve the matter to your satisfaction, or if you would prefer not to speak to the Supervising Partner, then you should contact our Client Care Partner, Elizabeth Turnbull.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, setting out this procedure.
2. We will then investigate your complaint. This will normally involve a full review of your matter file, including interviews with the member of staff who acted for you. You may be contacted to provide further information.
3. A draft report will be produced, outlining the investigation and proposals for dealing with your complaint and/or remedying any defects in our service to you. We will seek to do this as soon as possible and in any event within 28 days of sending you the acknowledgment letter. In the unlikely event further time is required, we will write informing you of this well before the deadline.
4. You will be invited to provide comments on the draft report prior to us issuing our final completed report. If a meeting is appropriate, this will be arranged and held prior to the final report being issued.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner to review the decision.
6. 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. If we have to change any of the timescales above, we will let you know and explain why.
7. If we have been unable to resolve your complaint, then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers. Please see below for further information.

Unresolved Issues - Legal Ombudsman

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.

You can contact the Legal Ombudsman by:

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

Data Protection Issues

If your complaint relates to a concern about our data handling, or a data breach, you may complain directly to the ICO.

SRA

If you are concerned about our conduct in a matter, you may be able to raise your concerns with the Solicitors Regulation Authority.

Bills

If your complaint is about our bill, you may also apply to the court for an assessment of the bill under Part III of the Solicitors Act 1974. If all or part of a bill remains unpaid, we may be entitled to charge interest.



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