

The logo for Daniells Family Law Limited is a teal square containing the text "Daniells Family Law Limited" in white, serif font, stacked in three lines.

Daniells Family Law Limited

Complaints Policy and Procedure

We are committed to providing a quality legal service to all of our clients. As part of that it is essential that if a complaint arises then we have an effective procedure to assist the complete and early resolution of the problem. Only by doing this can we hope to maintain the quality standards we set ourselves and improve them by learning from what may have gone wrong and what our clients tell us.

The Procedure

In the event of a complaint please notify Rachel Daniells.

If the complaint is about Rachel Daniells then please notify Tom Biggs.

We will then try to resolve your complaint informally by discussion. However, if this cannot be achieved then your complaint will be dealt with formally in accordance with the following procedure:-

What will happen next?

Your complaint will be acknowledged in writing within 5 working days. We will set out within the acknowledgment our understanding of your complaint and seek any necessary clarification of the complaint from you.

The complaint will be registered in our Central Register (for monitoring and management information purposes) and a separate complaint file opened.

We will then investigate your complaint. We will undertake a thorough review of the file and speak to the person who acted for you. We will write to you with a detailed response to your complaint and with any suggestions we have for resolving it to our mutual satisfaction. We aim to do this within 21 working

days of the letter of acknowledgement, or write to you and explain the reason if it is likely to take longer.

If our investigation does find evidence of poor service then we will suggest to you what this might be. Options might include:

- An apology;
- Compensation
- Offering to put things right;
- Reducing the bill or limiting fees.

If we find that there has been no poor service then we will fully explain why we have come to this conclusion.

Further Steps

If you are dissatisfied with our final response then you can refer your complaint to the Legal Ombudsman at Legal Ombudsman, PO Box 6806 Wolverhampton WV1 9WJ.

The Legal Ombudsman expects complaints to be made within one year of the date upon which the act or omission about which you are concerned took place, or within one year of the date upon which you realised that there was a concern. You must refer your complaint within six months of the date of our letter to you confirming our final position.

For further information you should contact the Legal Ombudsman on 0300 555 0333 or visit enquiries@legalombudsman.org.uk.

Full details of the Legal Ombudsman Scheme can be found on their website: www.legalombudsman.org.uk