

## Complaints Procedure

### Our complaints policy

We are 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. If you have a complaint, please contact us with the details.

#### Initial Complaint

1. If you wish to complain about the services we provide please contact the Fee Earner who is handling your matter in the first instance.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Complaints Director, David Lee, who will review your matter and speak to the member of staff who acted for you. If the matter concerns David Lee the matter will be handled by our Office Manager, Diana Crone.
3. David Lee will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, David Lee will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or if it is more appropriate, David Lee will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange to review the decision.
7. 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.
8. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ to consider your complaint. Any complaint to the Legal Ombudsman must usually be made within 6 months of the end of our work for you or within 12 months of you finding out there was a problem. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

**If we have to change any of the timescales above, we will let you know and explain why. You will not incur any fees for any time we spend in dealing with your complaint.**

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