



## Complaints Handling Policy

### 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 in writing via email to [scott@williambeaumontllp.com](mailto:scott@williambeaumontllp.com) with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

### What will happen next?

1. We will send you a letter by return email acknowledging receipt of your complaint within three days of receiving it, attaching a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to one of our partners, who will review your matter file and speak to the member of staff who acted for you.
3. The Senior Partner Mr Scott Beaumont 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, Mr Beaumont 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 it is not possible, Mr Beaumont 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 for another partner or someone unconnected with the matter such as review by another local solicitor or registered mediator 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,

PO Box 15870  
Birmingham  
B30 9EB

Normally, you will need to bring a complaint to the Legal Ombudsman ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)) within six months of receiving a final written response from us about your complaint or within a year of the act or omission about which you are complaining occurring (or you becoming aware of it). For further information, you should contact the Legal Ombudsman at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).