

**PERSONAL AND CONFIDENTIAL**

[ ]

BY EMAIL ONLY

Our ref: RJB/DAW27/49  
Your ref: n/a

Dear [ ],

**Our Complaints Policy**

Thank you for your email dated [ ] which has been passed to me as complaints handler.

I am sorry that you feel you have experienced a problem with the level of service that you have received from us in the past.

I am required as complaints handler to send the following letter setting out the complaints procedure.

Our complaints procedure is as follows:

**Step One:**

If you have not already done so, please let me know the full nature of the problem. I have seen your above email which outlines the nature of the complaint. Please let me know if there is anything else to add. You can do this by emailing me at [rjb@dawsoncornwell.com](mailto:rjb@dawsoncornwell.com) or writing to me at Dawson Cornwell, 11 Staple Inn, London WC1V 7QH.

**Step Two:**

Once I have full details of the complaint I will formally acknowledge receipt.

**Step Three:**

I shall investigate the matter by reviewing the matter file and speaking to the members of staff concerned within fifteen working days of my acknowledgement in Step 2 above. If, for some reason, the matter cannot be investigated in this timeframe, then I will write to you notifying you of this together with the reason why and giving a revised timescale.

Once the investigation has been completed, I shall then send you a detailed written response, including my proposed solution, within twenty working days of my acknowledgement in Step 2 above.

Step Four:

Following receipt of my detailed response I shall be happy to meet with you (if you wish) to discuss the issue(s) you have raised and hopefully resolve the complaint. Following the meeting, I shall write to you within five working days to confirm our discussion and any solution agreed upon.

Step Five:

If you are satisfied with my response in either Step three or four above, that will be the end of the matter. However, if you are not satisfied, you should contact me again and I will arrange for another Partner or a member of staff who is unconnected with the matter to review my decision. He/she will write to you within ten working days of receiving your request with confirmation of the firm's final position in relation to your complaint, outlining the reasons and any final redress that is offered.

Step Six:

*Legal Ombudsman*

We are permitted a period of eight weeks to consider the complaint. If for any reason we are unable to resolve the problem between us within that timeframe, then you may ask the Legal Ombudsman to consider the complaint.

You are free to refer any complaint about our work, fees or level of service but there are some conditions and time limits. Please be aware that any complaint to the Legal Ombudsman must usually be made within six months of you having received a final written response from us about your complaint. Complaints to the Legal Ombudsman must usually be made within one year of the act or omission about which you are complaining occurring or from when you should have known about or become aware that there were grounds for complaint.

For further information, please contact the Legal Ombudsman on 0300 555 0333 or visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). The Legal Ombudsman may be contacted at PO Box 6167, Slough SL1 0EH.

Solicitors Regulation Authority

If you think a solicitor may have been dishonest or you have concerns about their ethics or integrity, you also have the right to notify our regulator, the Solicitors Regulation Authority (SRA). There are no time limits for making a report but there are limits on what the SRA will consider. Please note that the SRA is not able to deal with issues of poor service (complaints of this nature should instead be referred to the Legal Ombudsman). For further information about the SRA's role, please contact the SRA or visit:

<https://www.sra.org.uk/consumers/problems/report-solicitor/>

Please contact me if you have any questions.

Yours sincerely

**Russell Bywater**  
**Managing Partner**