

formal complaints procedure.

We are committed to providing high quality legal services to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and to deal with your complaint quickly and effectively.

In the first instance you should seek to resolve your complaint informally with the lawyer dealing with your case. If after raising the issue informally you remain unsatisfied you should use the **Formal Complaints Procedure** set out below.

formal complaints procedure

If you have a complaint and wish for it to be dealt with formally, it will help us to address your complaint more quickly if you can set out your concerns in writing. If you do make a complaint by telephone or in person, we will write to you to confirm the issues you are raising.

We are obliged by our regulatory rules to take no more than 8 weeks to resolve your complaint. We will however endeavour to resolve it as quickly as possible.

1. We will formally acknowledge receipt of your complaint within 5 working days of receipt.
2. We will investigate your complaint and write to you giving a detailed reply, including suggestions for resolving the matter, within 14 days of sending you the acknowledgement. We will endeavour to respond as swiftly as possible.
3. If you are still not satisfied and wish for us to conduct a further review, you must contact us again setting out the reasons for your continued dissatisfaction.
4. Depending on the nature of your complaint and our determination of it, we may, with your express consent, arrange for the matter to be referred to an independent third party who can review the matter. If we do so we would aim to conclude this process within 28 days of commencing the review. We will ask that third party to issue a written opinion. We are under no obligation to conduct this extra step but where it might assist in resolving any differences we may be willing to do so.
5. If a third-party adjudicator is appointed their decision will be issued to you within 7 days of our receiving their opinion. If appropriate we will ask them to make further suggestions for resolving the issue. We will confirm our final position on your complaint and provide written reasons.
6. You may contact us at any stage during this process to resolve the matter informally and if you have suggestions as to how your complaint might be resolved. We are here to listen.
7. If you remain satisfied, you may contact the **Legal Ombudsman** at:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ.
Tel. 0300 555 0333
Email: enquiries@legalombudsman.org.uk

If we need to change any of the above time scales due to holiday, problems with staff or third-party availability or for any other other reason, we will notify you of the revised dates. We will always endeavour to resolve your complaint as quickly and efficiently as we can and with a minimum amount of process. Most complaints are dealt with informally. You will not be charged for any aspect of resolving your complaint. Your assistance in providing full written information will help us to achieve this.

**a different kind
of law firm.**

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Further information about the Legal Ombudsman

The Legal Ombudsman (LeO) is the regulator for the legal profession in England and Wales. You can visit their website at www.legalombudsman.org.uk

- Any complaint to LeO can only be made after we have issued our formal written response to your complaint or we have already had 8 weeks to resolve it;
- Any complaint must be referred to the LeO within 6 months of the date of our final formal written response to your complaint;
- The LeO complaint must be made no later than 6 years from the act/omission or 3 years from when you should reasonably have known there was cause for complaint.