



Complaints Handling Policy

Our Complaints Policy

Steeles Law is committed to providing a high quality legal service to all its clients. When something goes wrong it needs you to raise it. This will help the firm improve its standards.

Steeles Law complaints procedure is as follows:

1. If you have a complaint please raise it in writing in the first instance with either the person dealing with your matter or the Client Care Partner as stated on your Client Care Agreement.
2. Your complaint will be acknowledged within 3 working days.
3. Within 14 working days, that person will review your file in light of your complaint and send a preliminary response. If this is not possible within the timeframe you will be advised and a new timeframe given as to when you can expect a response.
4. If you remain dissatisfied following the preliminary response you should contact, in writing, the Complaints Handling Director expressing the areas of and reasons for your continued dissatisfaction, at:-

St Nicholas House
3 St Nicholas Street
Diss
Norfolk IP22 4LB

Your letter will be acknowledged within 3 working days.

5. The Complaints Handling Director will review the matter and either respond in writing within 28 working days or invite you to a meeting to discuss the issues. In the event that more than 28 working days is required you will be notified with a revised time estimate in which you can expect a response.
6. If a meeting takes place the Complaints Handling Director will confirm in writing within 7 working days the outcome of that meeting.
7. If you remain dissatisfied following this stage of the procedure then you can contact the Legal Ombudsman which must be done within 6 months of receiving a final written response from Steeles Law about your complaint.

The Legal Ombudsman's contact details are as follow:-

Legal Ombudsman
P O Box 6806
Wolverhampton
WV1 9WJ

Helpline No: 0300 555 0333

E-mail: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk