

## Metcalfe David Eyres Complaints Handling Procedure

As required by the Law Society we have a procedure for dealing with complaints from clients so that we can resolve as many as possible within the firm, prevent complaints to the Legal Ombudsman and the Solicitors Regulatory Authority and preserve the goodwill of the client even if things have gone wrong.

- In the event that you wish to make a complaint you are requested to write or e-mail the Head of Department, the name of whom will be found on the Terms of Business letter originally sent to you. You may also wish to telephone the office to find out the name of the Head of Department.
- The Head of Department will need full details of the complaint in writing so that there is no confusion as to what is being investigated and so that you will know that we have not misunderstood or failed to hear the details of a complaint which you are making.
- The Head of Department will acknowledge your complaint by letter and will investigate it by speaking with the fee earner (and any other person you mention) about the complaint and will thoroughly investigate your file.
- You may expect a full response from the Head of Department as soon as practicable but within 21 days. If for any reason that does not prove to be possible then you will be notified.
- If you are not satisfied with the response of the Head of Department or if your complaint is against a Head of Department then you are entitled to refer the matter to, Paul Metcalfe the Senior Partner of the firm. He will deal with the matter procedurally in the same fashion as the Head of Department would have done and again you can expect a response as soon as practicable or within 21 days.
- You will not be charged for anytime which is spent investigating your complaint.
- If you are not happy with the response from the Complaints Handler you are entitled to pursue the matter further with the Legal Ombudsman

whose contact details are PO Box 6806, Wolverhampton, WV1 9WJ –  
Tel: 0300 555 0333.

- Normally, you will need to bring complaints to the legal ombudsman within six months of receiving the final response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

Paul Metcalfe  
Senior Partner