

Complaints Policy - UK

[Reissued 05/11/18]

This Firm is committed to providing a high quality legal service to all our Clients. However, when something goes wrong we need to know about it as this will help us to put it right and will improve our standards for the future.

Our Complaints Procedure

If you are unhappy with any aspect of our service, the matter should be raised in the first instance with the Acting Partner. You will have been given the name of this partner in our Terms of Business or the covering letter at the start of the matter.

What happens next?

1. The Acting Partner will send you a letter acknowledging your complaint within 14 days and asking you to confirm or explain any details.
2. We will record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the relevant file(s).
3. If appropriate, we will then invite you to meet with the Acting Partner to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 14 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange a meeting within an agreeable timescale, the Acting Partner will write fully to you setting out his/her views on the situation and any redress that we would feel to be appropriate.
4. Within 2 days of any meeting we will write to you to confirm what took place and any suggestions that we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, please write to our Complaints Partner who will then arrange to investigate the matter and review the decision made by the Acting Partner.

Damian McPhun is the Firm's Complaints Partner and he will aim to respond to you within 14 days. However, if Damian McPhun is the Acting Partner, your complaint will be reviewed by Antony Marsh (the Firm's CEO) within the same time frame. Damian can be contacted via email at d.mcphun@beale-law.com or by post at our office at Capital House, 85 King William Street, London, EC4N 7BL.

6. The matter may require more extensive investigation than is possible to complete within 14 days in which case our response to you will indicate what further time period we require. We may wish to meet with you to discuss the matter face to face. Following that investigation we will confirm to you in writing our final position on your complaint.
7. If you are still not satisfied, you can contact the Legal Ombudsman at: PO Box 6806, Wolverhampton, WV1 9WJ or by calling 0300 555 0333 or by e-mailing enquiries@legalombudsman.org.uk about your complaint. Before you make a complaint to the Legal Ombudsman, it is a requirement that you have raised your complaint with us first and we have had 8 weeks to deal with your complaint. If you are not satisfied with our reply after the 8 weeks has expired you can

Complaints policy

complain to the Legal Ombudsman. The time limit for taking your complaint to the Legal Ombudsman is 6 months from the date when you received your final written response from us or within 6 years from when the problem occurred or 3 years from when you should have become aware of the problem. If you complain to the Legal Ombudsman after these periods it is possible they may refuse to look at your complaint. For further information you should contact the Legal Ombudsman or refer to the Legal Ombudsman's website at www.legalombudsman.org.uk.

8. If we have to change any of the timescales above, we will let you know and explain why.
9. The law requires us to inform you that alternative complaints bodies (such as Ombudsman Services www.ombudsman-services.org) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. However, we do not wish to use such a scheme.