

COMPLAINTS

In this Complaints Handling Procedure, the words “we”, “our” and “us” mean Emma Watson Legal Solutions, a firm with a Recognised Sole Practitioner, namely Emma Watson.

Making a Complaint

We are committed to providing legal services to all our clients. However, we also accept that mistakes, misunderstandings, delays and other errors can occur. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. We will not charge you for handling your complaint.

Complaints may be given verbally or in writing and should be made as soon as possible. A written complaint can give a clearer view of the issue you wish to be resolved.

We aim to resolve any complaint you have about the service we have given you as quickly as possible and not more than eight weeks from the initial complaint.

All complaints should be made to our Principal, Emma Watson. Once we have received your complaint, we will write to you within seven days to acknowledge receipt of your complaint and explain how your complaint will be investigated, if a complete response to your complaint has not already been made by that time.

You will be told the latest date by which a complete answer will be given to your complaint (this normally not be more than 28 days after we received your complaint).

If you have made the complaint verbally - either at a meeting or on the telephone - we will set out in our full response our understanding of the nature of your complaint.

Assessing the Complaint

The assessment of the complaint will be based upon a sufficient and fair investigation. Where appropriate, it may be carried out by someone other than Emma Watson. We will explain in writing our findings and, where the complaint is upheld, will offer remedial action or redress. Such solutions or remedies may include but are not limited to;

- An oral or written apology
- A review of our policies and procedures
- An appropriate and proportionate reduction in our fees
- An appropriate and proportionate refund of our fees

This will be actioned promptly.

If we need to change any of the timescales above, we will let you know and explain why.

Contacting the Legal Ombudsman

If after following the review process you remain dissatisfied with any aspect of our handling of your complaint, you may contact directly the Legal Ombudsman to ask them to consider the complaint further:

Tel no: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: <http://www.legalombudsman.org.uk/>

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Unless it agrees there are good reasons not to do so, the Legal Ombudsman will expect you to allow us to consider and respond to your complaint in accordance with the procedure set out above in the first instance.

You can refer your complaint up to 6 months after you have received our final written response to your complaint. You can also use the Ombudsman service if we have not resolved your complaint within 8 weeks of us receiving it. A complaint can be referred to the Legal Ombudsman up to six years from the date of the act or omission or up to 3 years after discovering a problem.