

Lansbury Worthington Solicitors Complaints Procedure

We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, write to us with the details. Address your letter to Charles Worthington, our Client Care Officer by post or by email to cw@lwsol.co.uk

If you prefer you can send your complaint to another director at the firm (Ben Lansbury or Stephanie Whitfield).

If it is difficult to put the complaint in writing we can record it for you and give a copy to you or a person of your choice for approval.

What will happen next?

1. Within three working days we will record your complaint in our central register, open a file for your complaint and send you a letter acknowledging your complaint and confirm what will happen next.
2. We will then start to investigate your complaint. This may involve one or more of the following steps:
 - We will obtain your file and examine it with reference to your complaint – in some cases this can take some time as the file may be off-site, for example if it is with a costs draftsman or the court for billing purposes; or if has gone into storage.
 - In some cases we may decide that the matter should be dealt with by another senior lawyer, for example where it is the Client Care Officer who was dealing with your case
 - We may ask the person who acted for you and any other people connected with the case for more information.
 - We may make other enquiries that will help us to have sufficient information to properly consider your complaint.
 - In some cases we may have to ask you to explain things in more detail.
 - In most cases we will invite you to discuss the matter with the Client Care Officer and, we hope, resolve your complaint.
3. Within three weeks we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter and any suggestions we have agreed with you. If we need more time we will contact you to let you know and explain why.
4. At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. This will happen in one of the following ways:
 - Another solicitor of the firm will review the decision within ten days;
 - In suitable cases we may invite you to agree to independent mediation. We would let you know how long this process will take.
5. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
6. You will not be charged for this procedure.

If, at the end of our procedure you are still not satisfied, you can contact the Legal Ombudsman at www.legalombudsman.org.uk or enquiries@legalombudsman.org.uk; or Legal Ombudsman, PO Box 6167, Slough, SL1 0EH, telephone 0300 555 0333. Please note that any complaint to the Ombudsman should be brought within 12 months of the date you became aware of grounds of complaint and also within 6 months of receiving a final response from us.