

Andrew Kingston & Co.

Solicitors

Complaints handling procedure

Our complaints policy

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.

Our complaints procedure

If you wish to make a formal complaint, please write to Mr. Kingston-Splatt with details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 5 working days of receiving the complaint, and we will enclose a copy of this procedure.
2. We will then investigate your complaint. This will be done by our Principal, Mr. A.T. Kingston-Splatt, who will review your file and, if necessary, speak to the member of staff who acted for you.
3. Mr. Kingston-Splatt will send you a detailed written reply to your complaint, including (if appropriate) his suggestions for resolving the matter, within 14 days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should write to us again within 14 days of receiving the detailed written reply, and Mr. Kingston-Splatt will review his own decision, including having regard to any further comments or documents received from you. When asking for a review, please tell us whether you would be willing to attend a meeting with Mr. Kingston-Splatt, to discuss your complaint. If you do not wish to attend a meeting, or if Mr Kingston-Splatt considers that it is not appropriate or necessary for one to be arranged, the review will be based on the information and documents available to us, including any further comments or documents received from you.
5. We will write to you within 5 working days of the meeting if one is held, or if not within 14 days of receiving your request for a review, confirming our final response to your complaint and explaining our reasons.
6. If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. The Ombudsman will not usually accept a complaint unless it has first been made to us and not resolved within 8 weeks, except in the circumstances set out in Chapter 4 of his Scheme Rules, which can be read at www.legalombudsman.org.uk. Normally, you will need to bring a complaint to the Ombudsman within 6 months of receiving a final written response from us about your complaint, and in any event within 6 years of the act or omission complained about or (if later) 3 years from when you reasonably should have known you had cause to complain. The Legal Ombudsman can be contacted at PO Box 6806, Wolverhampton, West Midlands, WV1 9WJ, or call 0300 555 0333 (weekdays 9.00am to 5.00pm), or email enquiries@legalombudsman.org.uk. A complaint form is available at www.legalombudsman.org.uk. The Legal Ombudsman cannot deal with a complaint about a bill if you have applied to a Court for assessment of the bill.

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