

Dear Client

Complaints Handling 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.

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Rosemary Cook, who will review your matter file and speak to the member of staff who acted for you.
3. Mrs Cook will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Rosemary Cook will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, Rosemary Cook will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Rosemary Cook to review her own decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can contact the Legal Ombudsman:

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

about your complaint. Any complaint to the [Legal Ombudsman](http://www.legalombudsman.org.uk) must usually be made within six months of the date of our final written response on your complaint.

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

Signed:



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Rosemary Cook, Managing Director

Wellgarth, Rivar Road, Shalbourne, Marlborough, Wiltshire SN8 3PU

Tel: 01672 870613. Email: beechmast@beechmast.co.uk

www.beechmast.co.uk

Director: R K V Cook LLB

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