



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 as this will help us to improve our standards.

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

How do I make a complaint?

By letter, fax, e mail or telephone to:

Mrs Gemma E Sampson
Sampson Solicitors
18 Burn View, Bude, Cornwall, EX23 8BZ
Tel. no. 01288 353542
Fax.no. 01288 488592
Email info@sampson-solicitors.co.uk

How will you deal with my complaint?

1. We will write to you within three working days acknowledging your complaint, enclosing a copy of this policy.
2. We will investigate your complaint. We will not charge for handling your complaint. This will usually involve reviewing the service we provided and speaking to the person who dealt with your matter.
3. We will invite you to discuss (either on the telephone or at a meeting) the issues raised and hopefully resolve your complaint. Within three days of the discussion we will write to you to confirm what took place and any solutions that have been agreed with you.
4. If you do not want such a discussion then we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of the date of our letter of acknowledgement.

What if I am not satisfied with the outcome?

5. At this stage, if you are still not satisfied please first let us know and we will review the matter and respond to you within 10 days.
6. If you are still unhappy you can ask the Legal Ombudsman to look into your complaint. The Legal Ombudsman is an independent body which provides a free service to resolve complaints about lawyers. The Legal Ombudsman can be contacted as:

PO Box 6806, Wolverhampton, WV1 9WJ
Telephone 0300 555 0333
E-mail: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

7. The Legal Ombudsman will look into complaints that remain unresolved if 8 weeks have passed from the date the complaint was made to us or from when we have provided our final response to you. You must usually refer your complaint to the Legal Ombudsman within 6 months of our final written response to your complaint.
8. Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

We will try our best to keep to the timescales above. If we are unable to do so though, we will let you know and explain when we will be able to respond