

Dixon Ward
16 The Green Richmond Surrey TW9 1QD

Complaints Handling Policy

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.

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 5 working 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 Senior Partner, Mark Prest, who will review your matter file and speak to the member of staff who acted for you.
3. Mark Prest will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 15 working days of sending you the acknowledgement letter.
4. Within 5 working days of the meeting, Mark Prest will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Mark Prest will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 15 working 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 Mark Prest to review his own decision.
7. We will write to you within 10 working 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 have a right at any time to contact the Legal Ombudsman which was established by the Office for Legal Complaints to deal with consumer complaints. Any complaint to the Legal Ombudsman must usually be made within twelve months of the date when you should reasonably have known that there was cause for complaint. The Legal Ombudsman can be contacted on 0300 555 0333 (www.legalombudsman.org.uk)
9. In some circumstances it may be more appropriate for a partner from a different department to deal with your complaint rather than Mark Prest. If that is the case we will advise you of this at the outset.

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