



**Making Sense
of the Law**

Complaints Handling Procedure

martin searle solicitors are committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received from martin searle solicitors, or about a bill, please contact Amanda Perks in the first instance either on 01273 609911, by e-mail to amanda@ms-solicitors.co.uk or by post to 9 Marlborough Place, Brighton, BN1 1UB.

Within five working days we will aim to send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint.

We will then record your complaint in our central register and open a file for your complaint. We will then investigate your complaint by examining the relevant file.

If appropriate we will invite you to discuss issues raised by telephone or in person and hopefully resolve your complaint. We expect to be in a position to do this no more than 14 working days after first receiving your complaint. If a meeting or telephone conversation is not appropriate then we will write fully to you setting out our views on the situation and any redress that we feel to be appropriate.

Within three days of any meeting or conversation we will write to you to confirm what took place and any suggestions that we have agreed with you. In appropriate cases we could offer an apology, a reduction of a bill or a repayment in relation to any payment received.

At this stage, if you are still not satisfied, please let us know and we will review our decision. We would generally aim to do this within 10 days. This will happen in one of the following ways:-

- We will arrange for someone in the firm who has not been involved in your complaint to review it.
- We may invite you to agree to independent mediation and let you know how long this process will take.
- We will aim to let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. We very much hope that this will not be necessary. Normally you will need to bring a complaint to the Legal Ombudsman within 6 months of receiving a final written response from us. They can be contacted at www.legalombudsman.org.uk or by telephoning 0300 555 0333. Their address is PO Box 6806, Wolverhampton, WV1 9WJ.

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