Complaints Handling Procedure

martin searle solicitors is 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 talk to the person dealing with your case in the first instance. If you remain unhappy, please email your complaint to us at info@ms-solicitors.co.uk or write by post to 9 Marlborough Place, Brighton, BN1 1UB.

We will aim to use the following time scales in dealing with your complaint.

1. Acknowledge your complaint within five working days of receipt and let you know the name of the person who will be dealing with your complaint. If appropriate we may ask you to confirm any additional details.

2. 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.

3. Respond to your complaint within 28 working days of first receiving it. If we need more time for example because a meeting or telephone conversation with you is appropriate, or because of the complexity of the issues raised, we will let you know and advise our new timescale.

Our response to your complaint will set out our views on the situation and any redress that we feel may be appropriate to resolve your complaint. In appropriate cases we could offer an apology, a reduction of a bill or a repayment in relation to any payment received.

If you remain dissatisfied after receiving our full response, please let us know and we will review our decision. We would generally aim to do this within 10 working 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 working 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.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first.

If you have tried to resolve your complaint with us, then you need to be aware of the following rules and deadlines for referring your complaint to the Legal Ombudsman.

martin searle solicitors

Making Sense of the Law

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T 0845 189 0152

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T 01323 649151

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T 01293 813983

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Shortlisted Legal500 UK ESG Awards 2026 Disability Neurodiversity: Best Initiative of the Year
The Law Society EXCELLENCE AWARDS 2016 CELEBRATING EXCELLENCE WINNER

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Complaints must be referred to the Ombudsman;

- Within six months of receiving a firm's final response to a complaint and,
- Not later than one year from the date of the act or omission being complained about; or;
- Not later than one year from the date when the complainant should have realised that there was cause for complaint.

There may be circumstances where the Legal Ombudsman has a discretion to accept out of time complaints, please refer to the Legal Ombudsman's website for further details at https://www.legalombudsman.org.uk/. You can make a complaint through their website, by writing to them at Legal Ombudsman, PO Box 6167, Slough, SL1 0EH or by phoning 0300 555 0333.

If you have a complaint about our firm's conduct or breach of regulations, rather than about your case or the bill, you can complain to the Solicitors Regulation Authority: https://www.sra.org.uk/consumers/problems/report-solicitor/.

July 2026