

# **MKB SOLICITORS LLP**

## **COMPLAINTS PROCEDURE**

We are committed to providing a high quality legal service to all our clients. We value all our clients and when you feel that something has gone wrong, you need to tell us about it. We can then look into the matter and it will help us to improve our standards.

### **Our Complaints Procedure:**

1. If you feel you have a complaint then please, in the first instance, contact the fee earner who is dealing with your case and ask for an appointment to discuss, or, if you prefer, discuss it over the telephone.
2. If the complaint cannot be resolved with the fee earner or you do not feel it appropriate to approach the fee earner initially and would prefer to put your complaint in writing, then please write to us, marking your letter for the attention of the Complaints Partner, Ben McFeely.
3. On receipt of a written complaint, the Complaints Partner will acknowledge your letter within 7 days and will let you know who will be dealing with your complaint. It will either be the Head of the Department or the Complaints Partner. We will let you know also when writing to you how soon we will be able to forward our letter of response but normally we will be able to do so within 14 days.
4. We will then investigate your complaint fully. If we require any clarification we will contact you but the person investigating will consult with the member of staff who has acted for you and will go through the file of papers. We will then respond in writing, answering fully each and every complaint you have made. We may decide to invite you for a meeting before writing to you to answer your complaint. We also may suggest a meeting following our letter of response, if it will assist.
5. If, when you receive our letter of response, or following a meeting, you are not satisfied with what we have said, you should write again to us, explaining why, and the decision will then be reviewed by a partner in the firm who has not been involved in your complaint up to that stage. We will then respond to your further letter within 14 days.
6. In the event that you are not satisfied at the conclusion of the complaint process that your complaint has been properly dealt with, then you have the right to complain to the Legal Ombudsman. You may make a complaint online or by an application in writing. The address to contact is:

Legal Ombudsman, P O Box 6167, Slough, SL1 0EH  
Telephone: 0300 555 0333. The web site address is [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint.