

**COM001**

**Kew Law**  
LLP Solicitors

# Complaints Procedure

[www.kewlaw.co.uk](http://www.kewlaw.co.uk)

**Complaints Procedure** is as follows:-

1. In the event of a problem in respect of the service provided by a member of staff, the Client is entitled to complain and the Client's initial point of contact should be a Partner/Member of the firm being Stephen Kew, Jacqueline Farrow, Fiona Ashworth, Hollie McGuckin, Emma Crompton, Patrick Smith or Carol Toulson.
2. If the Complaint should be regarding the service provided by one of the Partnership Members, other than Jacqueline Farrow, the Complaint should be addressed to Jacqueline Farrow.
3. If the Complaint should be in respect of the service provided by Jacqueline Farrow, then the Complaint should be addressed to Stephen Kew or Hollie McGuckin.

**Timescales in respect of the handling of the Complaint**

1. Upon receipt of a written Complaint received from a Client, the Partner dealing with the Complaint will ordinarily provide an initial written response within 14 working days and a substantive response within 28 working days.
2. If it can be demonstrated that it is inappropriate to meet these timescales or requirements then we will contact the Client to confirm this is the case
3. If the Client is not happy with the outcome of their complaint they have the right to have their case reviewed by a different Partner/Member of the Firm.

**The Legal Ombudsman**

Should the Client not be satisfied in respect of the handling of their Complaint having completed this firm's Complaints Procedure then they may contact:-

The Legal Ombudsman  
PO Box 15870  
Birmingham  
B30 9EB  
enquiries@legalombudsman.co.uk  
Tel: 0300 5550333

Currently The Legal Ombudsman should be contacted within 6 months of the end of the Work carried out on the Client's behalf or within 6 months of finding out that there is a problem.