

## FS Legal Solicitors 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 three 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 managing director, Paul Crutchley, who will review your matter file and speak to the member of staff who acted for you.
3. Paul Crutchley will endeavour to respond to your complaint within 28 days of your complaint. If for any reason this is not possible he will confirm within that period that he will not be able to do so and will give you an estimated time for responding. This will normally be within a further two weeks. Our response will, if possible, include suggestions for resolving your complaint.
4. Following our response to your complaint you are welcome to make any further points that you wish to make, either in writing or verbally. If you would like to meet to discuss the issues arising from your complaint we would be happy to do so.
5. Within three days of such meeting, Paul Crutchley will write to you to confirm what took place and any solutions he has agreed with you.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another director of the firm to review the decision.
7. We will write to you within 14 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 can contact:

Legal Ombudsman  
PO Box 6806,  
Wolverhampton,  
WV1 9WJ

#### Registered in England and Wales

FS Legal Solicitors LLP is authorised and regulated by the Solicitors Regulation Authority SRA No 565776. FS Legal is a trading name of FS Legal Solicitors LLP.

FS Legal Solicitors LLP may record telephone calls for quality monitoring, training, compliance and security purposes. Service of documents by fax or email is not accepted.

The use of the term 'partner' denotes a member of FS Legal Solicitors LLP.

#### Registered Office:

1 Hagley Court South,  
Waterfront East, Brierley Hill,  
West Midlands DY5 1XE.

Tel: 01384 889 900  
Fax: 01384 484 045  
Registered no: OC366452  
[www.fsl.legal](http://www.fsl.legal)

#### Manchester Office:

Grosvenor House,  
45 The Downs, Altrincham,  
Cheshire WA14 2QG

Tel: 0161 714 4520  
Fax: 0161 714 4521

about your complaint. Any complaint to the [Legal Ombudsman](#) must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

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