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## **COMPLAINTS PROCEDURE**

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temple **bright**

[www.templebright.com](http://www.templebright.com)

## **Temple Bright LLP - Complaints Procedure**

At Temple Bright we are committed to providing high quality legal services to our clients. When something goes wrong, we need you to tell us about it. This will help us to sort out any mistakes or misunderstandings and improve our standards.

If you have a complaint, please raise the problem with the complaints partner, Tim Summers.

What will happen next?

1. We will acknowledge receipt of your complaint in writing within three days of receiving it.
2. We will then investigate your complaint. This will normally involve our complaints partner reviewing your file and speaking to the partner who acted for you.
3. Within 14 days of sending you the acknowledgement letter our complaints partner will invite you to a meeting to discuss and resolve your complaint. If you do not want a meeting or it is not possible, our complaints partner may instead offer you a chance to discuss the matter by telephone.
4. Within three days of the meeting, or any telephone conversation we have with you instead of a meeting, our complaints partner will write to you to confirm what took place and any solutions we have agreed with you.
5. In any case he will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the written acknowledgement of your complaint referred to in paragraph 1 above.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner or someone unconnected with the matter at 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 we are unable to resolve your complaint then you may be able to have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about poor service from lawyers.

The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem. If you wish to refer your complaint to the Legal Ombudsman this must be done within twelve months of our final response to your complaint. If you would like more information about the Legal Ombudsman, their contact details are as follows:

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Telephone: 0300 555 0333 between 8.30am and 5.30pm

Calls from both mobiles and landlines to 0300 numbers cost no more than calls to national geographic numbers (beginning 01 or 02). Calls are recorded and may be used for training and monitoring purposes.

For minicom call: 0300 555 1777

In writing: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Do not send original documents to the Legal Ombudsman. They will scan any documents you send to make computer copies and then destroy the originals.

Note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.

9. If we have to change any of these timescales we will let you know and explain why.