

COMPLAINTS PROCEDURE

We are committed to providing a high quality service to all our clients. However, if you are not satisfied with the level or quality of service you have received from us, we want you to tell us. We can then seek to resolve your complaint, and it will help us to maintain and improve our standards.

The Procedure

Details of your complaint should be forwarded, in writing, to Ms Adrienne Patterson, Jacksons Law Firm, 17 Falcon Court, Preston Farm Industrial Estate, Stockton on Tees, TS18 3TU or apatterson@jacksons-law.com .

We will write to you acknowledging your complaint, within 3 working days of receiving it, and if necessary, requesting any further information or clarification of issues to enable us to deal with your complaint as quickly as possible. Our letter will confirm that your complaint will be investigated and that we aim to respond within 28 days. Our letter will also include time limits for referring your complaint to the Legal Ombudsman, and their contact details.

We will record your complaint in our central register.

We will then investigate your complaint. This may involve asking the person who acted for you to provide a response to your complaint, for the consideration of the Managing Partner.

We will send you a detailed written reply to your complaint within 28 days of our acknowledgement letter. This will include our suggestions for resolving the matter.

If, for any reason, we are not able to respond fully within 28 days, we will write to you, confirming that the matter is still being investigated and providing you with an estimated timescale for completing the investigation.

If, having received our response, you are still not satisfied, you should contact us again to explain why you remain unhappy and we will review your comments, and, if appropriate invite you to a meeting to discuss and hopefully resolve your complaint.

We will then write to you, within 14 days, confirming our final position on your complaint and explaining our reasons. If you are still not satisfied you have the right to make a complaint to The Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.

There are time limits for making complaints to the Legal Ombudsman. Normally you will need to refer a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). For further information you should contact the Legal Ombudsman on telephone 0300 555 0333 or enquiries@legalombudsman.org.uk

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

It may be possible where we enter into an on line contract with you to resolve disputes between customers and businesses using 'alternative dispute resolution'. You can find out more about ADR by following this link: <http://ec.europa.eu/consumers/odr/>

Jacksons Law Firm does not use ADR at this time and complaints which we are unable to resolve by using our own complaints procedure are referred to the Legal Ombudsman (where eligible to be considered).