

The Waring Partnership Complaints Procedure.

We aim to offer our clients an excellent efficient and value for money service. However if something does go wrong and you think it is our fault you are entitled to make a complaint.

This is the procedure:

1. First please raise your complaint as quickly as possible with the person who is dealing with your file. This can include a complaint about your bill.
2. If it is not possible for your complaint to be dealt with this way and to your satisfaction you will then be advised to contact, preferably in writing, the person nominated to deal with complaints in your original terms and conditions letter. As below:
 - i) Complaint about Paul Waring will be dealt with by Matthew Knight
 - ii) A complaint about David Green will be dealt with by Paul Waring
 - iii) A complaint about Andrea Waring will be dealt with by Paul Waring
 - iv) A complaint about Matthew Knight will be dealt with by Paul Waring
 - v) If a complaint is made about Paul Waring this will be Matthew Knight. A complaint about Matthew Knight will be handled by Andrea Waring and a complaint about Andrea Waring will be dealt with by Paul Waring.
3. The person with overall responsibility for handling complaints in the firm is Paul Waring.
4. Your complaint will be dealt with as soon as possible and once the person dealing with the complaint has all the information they need they will aim to respond fully and in writing to the complaint within 28 days or inform you why that timescale cannot be complied with.
5. Should you be unhappy with the outcome you are entitled to then complain to the Legal Ombudsman. Their address is PO BOX 6806 Wolverhampton WV1 9WJ or tel no 0300 555 0333.

Your complaint should be made to the Legal Ombudsman within 12 months of the reason for the complaint arising or 6 months from the date we last wrote to you about it. Otherwise the Legal Ombudsman may refuse to accept it although there is a probability that these time limits may be relaxed in the near future.

5. If the complaint is about a bill you may also have the right to object to the bill by applying to the court for an assessment of the bill under part 111 of the Solicitors Act 1974.