

Cook Taylor Woodhouse Complaints Procedure

We are committed to providing a high-quality legal service 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 to improve our standards.

If you have a complaint, please raise the problem with the case handler dealing with your matter, or, if you prefer, our Complaints Manager, Linda Williams. She can be contacted by email at lwilliams@ctwsolicitors.co.uk or by telephone by calling any of the telephone numbers you have for any branch office. We will attempt to deal with your complaint informally if appropriate and only with your agreement. If the matter cannot be resolved in this way we shall follow the following formal complaints procedure.

What will happen next?

1. The Complaints Manager will ask you to let us have details of your complaint in writing (if you have not already done so) and acknowledge receipt of your complaint in writing within 5 working days of receiving it. The Complaints Manager may ask you to confirm or explain the details set out. The Complaints Manager will also record your complaint in our Central Register and open a separate file for your complaint within 3 working days of receiving your complaint.
2. The Complaints Manager will acknowledge your reply (if relevant) to our acknowledgment letter. You can expect to hear from the Complaints Manager within 5 working days of your reply.
3. The Complaints Manager will within 5 working days of receipt of full details of your complaint start the investigation. This will normally involve the following steps:-
 - i) The member of staff who acted for you will be approached and asked to prepare a reply to your complaint within 10 working days.
 - ii) The Complaints Manager will then examine their reply and the information in your matter and complaint files and, if necessary, a meeting with the member of staff who acted for you will be arranged. This may take up to 10 working days from receiving their reply and the matter file.
 - iii) If the Complaints Manager feels it appropriate, in that it will assist this stage of the process, you will either be invited to meeting in order to discuss your complaint or write to you and ask for clarification on any points that have arisen. The Complaints Manager will do this within 5 working days of completing the enquiry.
 - iv) If a meeting does not take place or clarification is not requested, the Complaints Manager will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. The Complaints Manager will do so within 10 working days of completing his investigation.

Sometimes it may not be possible to adhere to these time limits due to illness, holidays or the firm's closure due to bank holidays. If this is the case then you will be contacted to confirm the delay and the reason or reasons for it.

- v) At this stage, if you are still not satisfied, you can write to us again and we can then arrange for a review of our decision which will be dealt with by at least one Director of the firm who will review the Complaints Manager's decision within 10 working days.
 - vi) We will let you know the result of the review within 5 working days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
4. If you are still not satisfied, you can contact the Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ 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. 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.
5. If a complaint cannot be resolved you may also be able to ask for it to be referred to a process of alternative dispute resolution using a certified provider. We are not required to agree to such a request. In any case this is not available to businesses, only consumers. We will give you more information about that right if it becomes relevant.

Final Notice to Consumer Client at End of the Complaint Procedure

Because you are a consumer rather than a business and we have exhausted our internal complaint handling procedure we are required by law to notify you of two options which may assist you if you are still not satisfied.

1. You can contact the Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ 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. 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.
2. The following body would be competent to deal with your complaint using what is known as Alternative Dispute Resolution (also known as ADR):. ProMediate (website: <http://www.promediate.co.uk/>). In the circumstances of this case we are not prepared to submit your complaint to an alternative dispute resolution procedure operated by that body.