

BWH LEGAL LIMITED COMPLAINTS PROCEDURE

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 you to improve our standards.

Our complaints procedure

If you have a complaint, write to us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint enclosing a copy of this Complaints Procedure. If required, we will ask you to confirm or provide further details of your complaint. You can expect to receive our initial letter within 10 working days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint within 10 working days of receiving your complaint.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next within 10 working days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps:
 - We will pass your complaint to Mr John Harrison, our Client Care Director.
 - He will ask the member of staff who acted for you to reply to your complaint.
 - He will then examine their reply and the information in your complaint file. And, if necessary, he may also speak to them.
5. Mr Harrison may then invite you to meet him and discuss and hopefully resolve your complaint.
6. Within 10 working days of the meeting, if one is required, Mr Harrison will write to you to confirm what took place and any solutions he has agreed with you.
7. If you do not want a meeting or it is not possible, Mr Harrison will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 10 working days of completing his investigation.
8. At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. This will happen in one of the following ways:
 - Another director of the firm will review Mr Harrison's decision within 10 working days.
 - We will invite you to agree to independent mediation within 10 working days. We will let you know how long this process will take.
9. We will let you know the result of the review within 10 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. We will also give you the name and address of the Legal Ombudsman. If you are still not satisfied, you can contact the Legal Ombudsman about your complaint within six months of the date of the final letter under the firm's complaints procedure. Depending on the nature of the complaint, the Legal Ombudsman may pass the matter to the Council for Licensed Conveyancers to deal with.

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