

DS LAW COMPLAINTS POLICY

DS Law is committed to providing an exceptional level of service to all our clients.

However, if at any point something goes wrong, or you become unhappy or concerned about the service we have provided then you should inform us immediately so that we can do our best to resolve the problem. This will help us to ensure that we provide you with the service to which you are entitled and improve our standards.

Who should you contact?

If you have any concerns about our service, you should, in the first instance, discuss them with the lawyer handling your matter by directly.

However, we understand that you may wish your concerns to be dealt with in a more formal manner or that you may be unhappy with any response you have already received.

If you would like your complaint to be formally investigated, we would ask you to write to the Director with responsibility for your case via that individual's email, or by letter as you would prefer, to request a formal investigation.

What happens next?

1. We will send you an email or letter acknowledging your complaint within 5 (five) working days (i.e. excluding weekends and public holidays) of receiving your complaint enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve a review by the supervising Director (identified in our letter of engagement letter) in conjunction with the next most senior lawyer who acted for you. If your complaint is about the supervising Director, then your complaint will be assigned to another senior member of the firm who is best placed to conduct the investigation.
3. He/she will normally review the file and speak to those who carried out the work. We may need to ask you to provide us with further information so that we fully understand the nature of your complaint.
4. We may, if appropriate, invite you to a voluntary meeting to discuss (and hopefully resolve) your complaint. If we do propose a meeting, you will be contacted within 15 (fifteen) working days of sending you the acknowledgement letter to arrange a convenient date and time for the meeting.
5. If a meeting takes place, we will then write to you within 5 (five) working days to confirm what took place and any solutions which may have been agreed with you.

6. If a meeting is not possible, or you do not want to meet, we will send you a written reply to your complaint setting out our views on the situation and any suggestions that we believe to be appropriate for resolving the matter.
7. We would normally expect to send this written reply within 21 (twenty-one) working days of sending you the initial acknowledgement letter. If we are not able to send you a full reply within that period, we will update you and tell you when we expect to be able to write to you again.
8. If, following the above stages, you remain unsatisfied with our response to your complaint, you should contact us again within 15 (fifteen) working days and we will arrange for someone unconnected with this matter to undertake a further review. Another senior member of the firm will normally conduct this further review. They will revert to you within 21 (twenty one) working days of the receipt of your notification that you are not satisfied with the initial written response to your complaint and will confirm our final decision in this regard and explain our reasons for that final decision.
9. We hope that we have been able to resolve your complaint satisfactorily. However, if you remain unhappy with our response then you can refer your complaint to the Legal Ombudsman, an independent complaints body established under the Legal Services Act, who can investigate complaints about the legal service you have received from us.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

If you would like more information about the Legal Ombudsman, please contact them via the following:

- Website: www.legalombudsman.org.uk
- Call: 0300 555 0333, Minicom: 0300 555 1777
- Email: enquiries@legalombudsman.org.uk
- Post: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

We are required to inform you that alternative complaints bodies (for example <https://www.disputeresolutionombudsman.org/>) exist which are competent to deal with complaints about legal services should you and our firm each agree that we wish to use such a scheme. We do not propose to use any such alternative complaints body under this complaints procedure.