

Complaints Policy



Pellys

What will happen next?

1. We will send you a letter acknowledging your complaint and, if necessary, asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within four working days of us receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint.
3. We will then start to investigate your complaint. We will review your matter file and speak to the member of staff who acted for you. We will then send you a detailed reply to your complaint within 21 days.
4. Additionally, if we feel it would be helpful and appropriate in the circumstances, we may invite you to a meeting to discuss and hopefully resolve your complaint.
5. Once you have received our substantive response, if you are still not satisfied, you can contact us again. We will then arrange for someone in the firm who has not been involved in your complaint to review it. They will do this within 7 days.
6. We will let you know the result of the final review within 7 days. At this time, we will write to you confirming our final position on your complaint and explaining our reasons.
7. We have 8 weeks within which to deal with your complaint after which, if you remain dissatisfied, you can take your complaint to the Legal Ombudsman. As from 1 April 2023, the Legal Ombudsman's timescales will change and the time for bringing complaints will be one year from the date of the act, or from when you should have realised there was an issue. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

For further information you can access the Ombudsman's FAQs via their website using this link <https://www.legalombudsman.org.uk/information-centre/faqs/>

Only members of the public, small businesses, charities, trusts and clubs can use the Legal Ombudsman service.
8. The Legal Ombudsman can be contacted at PO Box 6806, Wolverhampton WV1 9WJ; email enquiries@legalombudsman.org.uk; telephone 0300 555 0333 and for more information visit the website at www.legalombudsman.org.uk
9. If we have to alter any of the timescales, we will let you know and explain the reason why.