

PELLYS SOLICITORS LIMITED COMPLAINTS POLICY

What will happen next?

1. Should you feel it necessary to make a formal complaint, this will need to be sent to Complaints@pellys.co.uk.
2. A member of the Complaints Team will email you a response, acknowledging your complaint and, if necessary, asking you to confirm or explain any details that may not seem immediately clear to the reader. You can expect to receive our acknowledgement within 7 days of us receiving your complaint.
3. We will record your complaint in our central register.
4. Once we have a full understanding of your complaint, it will be passed to the fee earner with conduct of your matter. They will review your complaint and provide you with a written, substantive response within 21 days of our acknowledgment email.
5. If this response does not adequately address your complaint, you can contact the Complaints Team again. A member of the team (who has not had conduct of your matter) will then investigate your complaint and provide a substantive final response within 28 days of receipt.
6. If we need to alter any of the above timescales we will let you know and explain the reason why.
7. We have 8 weeks to deal with your complaint after which, if you remain dissatisfied, you can contact the Legal Ombudsman.
8. On 1 April 2023, the Legal Ombudsman's timescales changed and the time for bringing complaints is now:
 - 12 months from the date of the act (or omission) for which you are bringing the complaint;
 - 12 months from the date you realised a potential issue; or
 - 6 months from the date of our final response following our complaints procedure.
9. For further information you can access the Ombudsman's FAQs via their website using this link <https://www.legalombudsman.org.uk/for-consumers/faqs/>. Only members of the public, very small businesses, charities, trusts and estate beneficiaries can use the Legal Ombudsman service.
10. The Legal Ombudsman's contact details are:

Post PO Box 6167 Slough SL1 0EH
Email enquiries@legalombudsman.org.uk
Phone 0300 555 0333
Website www.legalombudsman.org.uk