



WADDINGTON  
TURNER WALL  
Solicitors



Michael Bower  
Equine Law

fosterlaw  
solicitors

# Complaints Policy

## **Our complaints policy**

Waddington Legal Limited trading as Waddington Turner Wall Solicitors, Michael Bower Equine Law and Foster Law Solicitors are committed to providing a high-quality legal service to all our clients. We know that problems can occur and if they do, we need you to tell us about it. If you let us know it provides us with the opportunity to investigate the issue and, whenever possible, to put things right. It will also help us to improve our service to you and our other clients.

In handling your complaint, we will aim to be:

- Fair, impartial & reasonable
- Accessible
- Transparent
- Professional and
- Prompt.

If we've got things wrong we will:

- Offer a full apology
- Explain what went wrong and
- Offer appropriate & prompt redress.

## **Our complaints procedure**

Please contact us as soon as you are aware of the problem so that the issue/s can be addressed as quickly as possible. This must be done within six months of the act or omission being complained about, or within six months from the date that you realised there was cause for complaint.

Please address your complaint to:

Post: The Complaints Officer  
Waddington Turner Wall Solicitors  
6-12 Devonshire Street  
Keighley BD21 2DG

E-mail: [michael@wtwsolicitors.co.uk](mailto:michael@wtwsolicitors.co.uk)

## What will happen next?

### Step 1:

- Within **7 days** of receiving your complaint we will send you an acknowledgement letter and a copy of our complaints policy.
- We may contact you to confirm or explain any details that will help to speed up the resolution of your complaint.

### Step 2:

- We will investigate your complaint.
- The investigation will involve the input of the Complaints Officer, Michael Bower, who will review your complaint and discuss the issues with the member of staff concerned.

### Step 3

- Within **21 days** of sending you the acknowledgement letter the Complaints Officer will provide you with a detailed written response to your complaints including his suggestions for resolving the matter.

### Step 4

- If you are still not satisfied, you should contact us again and we will review your comments and if it assists resolution, arrange a meeting with you.
- Within **14 days** of receiving your request for a review, the Complaints Officer will provide a written response confirming our final position on your complaint and explaining our reasons.

### Step 5

- If you are still not satisfied with our final response or the way that we have handled your complaint then you can refer the matter to the **Legal Ombudsman**. This must be done within twelve months of the act or omission being complained about, or 12 months from the date that you realised there was cause for complaint.

Legal Ombudsman  
PO Box 6806  
Wolverhampton

WV1 9WJ

Phone: 0300 555 0333

E-mail: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

## **Step 6**

- The Legal Ombudsman will review your original complaint and how it was managed and provide a written response.
- If we have not handled your complaint in a satisfactory manner then the Legal Ombudsman will provide feedback and any actions that must be taken.
- We will put in place any actions required to minimise client complaints, improve our service and amend our Complaints Policy accordingly.