



curtiswhitefordcrocker  
S O L I C I T O R S

# COMPLAINTS PROCEDURE

## A Guide to CWC's Complaints Procedure

Curtis Whiteford Crocker is 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 us to improve our standards. **Lucy Atwill** is the firm's Complaint's Member and has the overall responsibility for dealing with complaints.

### OUR COMPLAINTS PROCEDURE

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed. Please send your complaint to us in writing marked for the attention of the Partner in charge of the department which you are dealing as set out in your initial Client Care Letter, this letter is to be sent to 87/89 Mutley Plain, Plymouth, Devon, PL4 6JJ. If your complaint relates to the Partner specified within your Client Care Letter then please direct your complaint to our Complaints Partner, Lucy Atwill.

### WHAT WILL HAPPEN NEXT?

1. We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. The Partner in charge of the department will review your matter file and speak to the member of staff who acted for you.
3. They will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, they will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, they will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another Partner to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

8. If you are still not satisfied with our handling of your complaint you can ask the Legal Ombudsman at PO Box 6806 Wolverhampton, WV1 9WJ or online at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) to consider the complaint. You can also telephone the Ombudsman on 0300 555 0333. You will need to make your complaint to the Legal Ombudsman within six months of receiving a final written response from this firm about your complaint. You should also be aware that as well as contacting the Ombudsman within 6 months of your final response from this firm that you should also not make your complaint to the Ombudsman any later than six years from the date of act/omission; or no more than three years from when you should reasonably have known there was cause for complaint.

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

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Please send your complaint to us in writing marked for the attention of  
**Anthony Dyke at 87/89 Mutley Plain, Plymouth, Devon, PL4 6JJ**