



Complaints Procedure - Apple Tree Family Law

What to do if you have a complaint.

If you are a client and you have a concern or complaint about any aspect of our service or about our charges please raise it initially with the lawyer at Appletree Family Law who is your primary contact. A telephone call or meeting may be best, and there would be no charge for that, but feel free to email or write to your lawyer instead if you prefer. We hope that we will be able to resolve your concern at this early stage.

But, if that is not possible, or you would prefer not to raise your concern informally in that way, please email or write to John Pratley who has chief responsibility for resolving complaints and tell him why you are unhappy. John's email address is john.pratley@mail.com or you can write to him at the address given on the contacts page of our website.

What will happen next?

Within two working days we will send you a written acknowledgement of your complaint. John will be responsible to investigate your complaint.

Within one working week John will start to investigate your complaint, and he will tell you if he needs more information from you.

Within three weeks John will complete his investigations, including reviewing your file and speaking to any members of staff who worked with you, and will provide you with a detailed written response including any suggestions for resolving your complaint. If John needs more than three weeks, for example where complex issues are raised, he will inform you of the reason for the delay and will agree an extended timeframe with you. If you wish to comment on John's written response, or his suggestion for resolving your complaint, please do so within two weeks of receiving it. If we do not hear from you within three weeks we will assume that you accept our response to your complaint. We will deal with any response received from you within three weeks of receiving it and confirm our final position, (and explain our reasons) to you in writing.

What if our resolution is not satisfactory?

If we have not resolved your complaint to your satisfaction within nine weeks of you making your complaint in writing, you can contact the Legal Ombudsman

Website: www.legalombudsman.org.uk

email: enquiries@legalombudsman.org.uk

telephone: 0300 555 0333

Post: PO Box 6806 Wolverhampton WW1 9WJ.

Normally you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint. Complaints must be made within six years from the date of the act or omission about which you are complaining occurring (or if outside this period, within three years of when you should reasonably have been aware of it) for further information you should contact the Legal Ombudsman using the details above.

If you are a client and we have made a contract with you by electronic means, you may be entitled to use an EU online dispute resolution service to assist with any contractual dispute you may have with us this service can be found at <http://ec.europa.eu/odr>. Our email address for this purpose is john.Pratley@mail.com.

22nd October, 2018