

COMPLAINTS POLICY/GRIEVANCE PROCEDURE

Our complaints policy

The principals and staff of EMW are committed to providing a high quality legal service to all its clients. When something goes wrong or you are dissatisfied with your bill we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint please let us know by speaking to the individual with overall responsibility in relation to any particular matter.

If you would prefer to discuss the matter with someone else, you should contact Mark Rondel, our client care Principal based at 1st Floor, 90 Chancery Lane, London, WC2A 1EU. Telephone no 0845 070 6000; email address: mark.rondel@emwllp.com.

Your complaint will be looked into carefully and promptly and we will do all we can to explain the position to you. If we have given you a less than satisfactory service, we will do everything reasonable to put it right and, if you are still not satisfied, you may of course take up matters with the Legal Ombudsman.

The Legal Ombudsman will review complaints made by individuals and organisations within the following categories;

- An individual;
- Enterprises within the definition of "micro enterprise" – currently those with a turnover of €2 million or less;
- A charity with a net annual income net of tax of £1 million or less at the time of the complaint;
- A club, association or organisation whose affairs are managed by its members and which has an annual income net of tax of £1 million or less;
- A trustee of a trust with an asset value of £1 million or less
- A personal representative of an estate of a person; or
- The residuary beneficiary of an estate of any person.

In the cases of personal representatives and residuary beneficiaries the services complained of must have been made to a person who has died and who did not by their date of death refer the complaint to the Ombudsman scheme.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint.

2. We will then record your complaint in our central register and open a file for your complaint. We will investigate your complaint by examining the relevant file(s).
3. If appropriate we will invite you to meet the person dealing with your complaint to discuss and hopefully resolve any issues. We would hope to be in a position to meet with you in this way no longer than 14 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, the person dealing with your complaint will write to you setting out his views on the situation and any redress that we would feel to be appropriate.
4. Within two days of any meeting we will write to you to confirm what took place and any suggestions that we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 days. This will happen in one of the following ways:
 - The person dealing with your complaint will review his decision.
 - We will arrange for someone in the firm who has not been involved in your complaint to review it.
 - Mark Rondel will review your complaint within 10 days.
 - We will ask another local firm of solicitors to review your complaint. We will let you know in writing how long this process will take.
 - We will invite you to agree to independent mediation. We will let you know in writing how long this process will take.
6. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
7. If you are still unhappy with the outcome you can contact the Legal Ombudsman, PO Box 6806 Wolverhampton, WV1 9WJ. Any complaint to the Legal Ombudsman should usually be made within 6 months of our final decision on your complaint, however further information can be obtained from the Legal Ombudsman by telephoning them on 0300 555 0333, emailing them at enquiries@legalombudsman.org.uk or referring to www.legalombudsman.org.uk.