



Complaints Procedure

We aim to provide the highest standards in terms of legal advice and client service. However, we are of course concerned when, occasionally, some clients may feel that we have failed to live up to these high standards.

How to bring any concerns to our attention

If you should have any queries or concerns as the service you have received from us (including costs information and billing) then please do not hesitate to raise this with the fee earner handling your matter. If you remain dissatisfied you should contact the partner responsible for supervising your matter – you will find their name and contact details in the Summary of Work document we sent to you at the outset. We always endeavour to deal with any complaints promptly, fairly and of course free of charge.

If the supervising partner cannot resolve matters to your satisfaction, or if your complaint is about the supervising partner, please email complaints@twmsolicitors.com setting out your concerns. We aim to acknowledge receipt of your complaint within 5 working days and wherever possible we will try to resolve your concerns swiftly and informally at that stage.

Our formal complaints procedure

If we are unable to resolve matters informally then a senior solicitor within the department in question will be appointed by us to investigate the matter. They will also aim to write to you within 5 working days of their receipt of the complaint setting out a proposed timetable for dealing with your concern. The investigation is likely to include a full review of your file(s) and any other relevant documents, and speaking with you on the telephone or in a meeting, the person who dealt with your matter and other colleagues if appropriate.

We may need to ask you for further information or documents. If so, we will ask you to provide the information within a specific time frame.

Once our investigation has been concluded we will write to you with our findings and, where appropriate, what we propose to do to resolve your complaint.

The partner with overall responsibility for complaints at TWM Solicitors LLP is Allison Crossman - all communications relating to your concerns should be sent to Allison and her team at complaints@twmsolicitors.com Please do not telephone as matters will be dealt with more quickly via direct email.

The Legal Ombudsman (LeO)

If, despite our best efforts, we are not able to resolve your complaint within 8 weeks, you may ask LeO to investigate your complaint. If you wish to refer the complaint to LeO then you must do so:

- within 6 months of the date of our final written response to your complaint; and
- within one year of the act or omission which is the subject of the complaint; or
- within one year of you becoming aware of the act or omission giving rise to the complaint.

LeO has discretion to consider complaints outside of those time limits but only if they consider that it is 'fair and reasonable in all the circumstances' to do so

The Legal Ombudsman's contact details are: Postal address: PO Box 6167, Slough SL1 0EH; telephone number 0300 555 0333 (if calling from overseas, the number is +44 121 245 3050); and email: enquiries@legalombudsman.org.uk
Further details are available at www.legalombudsman.org.uk

Solicitors Regulation Authority (SRA)

You are also entitled to raise any regulatory conduct concerns you may have about this firm to the SRA. For more information please see this [link](#) or telephone 0370 606 2555 or email contactcentre@sra.org.uk

TWM Solicitors LLP
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