



## COMPLAINTS POLICY

### Our Complaints Policy

Pothecary Witham Weld 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.

### Our complaints handling procedure

If you have a concern or a complaint, please contact our complaints partner, Patrick Herschan as soon as you are aware of the problem so this can be addressed. Mr Herschan can be contacted on 020 7821 8211, by email [pherschan@pwwsolicitors.co.uk](mailto:pherschan@pwwsolicitors.co.uk) or by post at 70 St George's Square, London SW1V 3RD.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five days of your raising your concerns, enclosing a copy of this procedure. We will also let you know the name of the person dealing with your complaint, if not Mr Herschan.
2. We will then record your complaint in our central register and open a file for your complaint. We will then investigate your complaint by examining the relevant file and speaking to the member of staff who acted for you.
3. If appropriate we will then invite you to meet Mr Herschan or the investigating partner to discuss and, it is hoped, resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 14 days after receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, the investigating partner will write to you fully setting out his/her views on the situation and any redress that we would feel to be appropriate. S/he will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions that have been agreed with you.
5. At this stage, if you are still not satisfied, you should contact us again within 14 days of receipt of our letter 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.
6. We will write to you within 10 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If you are not happy with our handling of your complaint, then certain clients may be entitled to raise a complaint with the Legal Ombudsman. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). The Legal Ombudsman has provided further guidance on its service at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

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