



ACKERS SOLICITORS LIMITED

Written Complaints Procedure

**5 London Road, Twyford, Berkshire RG10 9EH
Tel.No. 0118 9828800 Fax.No. 0118 9828801**

Our Complaints Policy

We are 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 maintain and improve our standards.

Our Complaints Procedure

If you have a complaint, please contact the designated individual named in your client care letter on the appropriate number or in writing at the appropriate above address with full details of your complaint; who will then deal with your complaint.

What will happen next?

1. The designated individual will send you a letter acknowledging your complaint enclosing a copy of the firm's Written Complaints Procedure and asking you to confirm or explain the details.
2. We will record your complaint in our central register and open a file for your complaint. We will do this within a day of receiving your complaint.
3. We will then start to investigate your complaint. The designated individual will consider your complaint again. He/she will then send you a detailed reply or invite you to a meeting to discuss the matter. He/she will do this within 10 days.
4. Within 2 days of any such meeting the designated individual will write to you to confirm what took place and any solutions he/she has agreed with you.

5. At this stage, if you are still not satisfied you can write to the designated individual again. He/she will then arrange to review his/her decision . This may happen in one of the following ways:
- * He/she will review his/her decision himself/herself within 5 days.
 - * He/she will arrange for someone who is not connected with the complaint to review his/her decision. He/she will do this within 10 days.
 - * We will invite you to agree to independent mediation within 5 days We will let you know how long this will take.
6. We will let you know the result of the review within 5 days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining the reasons. We will also give you the name and address of The Legal Complaints Service. If you are still not satisfied you can contact them about your complaint. The Legal Complaints Service has external representatives to help complainants, known as Local Conciliation Officers, where they believe action at local level would be more effective, who, with your agreement, will arrange a face to face interview.

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