



LMS Legal LLP Complaints Procedure

Introduction

We are committed to maintaining the highest professional standards and providing a high quality legal service to all our clients. A complaint can show us how to do better. If something goes wrong, we want to know about it and put it right as quickly as we can.

The aim of the formal complaints process is to resolve a problem to the satisfaction of the person making the complaint.

Your complaint does not have to be in writing. There are no specific forms that you need to use to make a complaint.

If you are unhappy or have any concerns or questions about the services that we provide to you, you may wish to raise these in the first place with the partner or fee earner who is dealing with your matter. If, having done so, you feel that the issue has not been resolved to your satisfaction, or if you consider that it is not appropriate to raise the issue with the partner or fee earner who is dealing with your matter, you may raise a formal complaint straightaway by contacting our complaints contact.

Our complaints contact is Eleonora Figus who can be contacted via email at lmslegal@lmslex.com or by phone on 02033975660. If you have special needs which we should take into account due to language or disability, please let us know.

Your complaint will be taken seriously and investigated within the timetable set out below, insofar as practicable. The partners or fee earners to whom the complaint relates will not be involved in the investigation of your formal complaint.

We aim to deal with complaints according to the following timetable. If, for any reasons, it is not possible to comply with the timetable below, we will inform you in writing of the new timescales.



Complaints process timetable

Action	Timescale
Acknowledge the complaint in writing and send a copy of the complaints procedure	Within two working days
Invite you to a meeting or to discuss the issues by telephone (if possible)	Within two working days
Confirm the outcome of the meeting or telephone conversation in writing (if either, or both, did take place)	Within three working days of the meeting/telephone conversation
Investigate the issues	Within 14 days of receiving the complaint (whether or not a meeting or telephone conversation took place)
Write to you with the outcome	Within 21 days
Review and close the complaint	Within 8 weeks of receiving the complaint

If you do not agree with the outcome of our complaints process, you can then complain to the Legal Ombudsman. We will remind you of this when we write to you to inform you of the outcome of the complaint procedure. Complaints to the Legal Ombudsman must usually be made within six months of our final response to your complaint.

The Legal Ombudsman can investigate complaints for up to six years from the date a problem occurred or within three years from when you found out about the problem.

The Legal Ombudsman can be contacted as follows.

Address: PO Box 6806, Wolverhampton WV1 9WJ

Telephone: 0300 555 0333



Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

If you have any questions about this Complaints Procedure, please do not hesitate to contact us.