

Marlborough Law Ltd | Merlin House, Charnham Lane,
Hungerford, Berkshire RG17 0EY
Tel: 01488 508008 | info@marlborough-law.com

COMPLAINTS PROCEDURE

Process Title	Complaints Procedure
Version	3
Prepared By	Karen Salmon
Approved By	Alex Atkins

Our Commitment

We are committed to providing a high-quality legal service to all our clients. If something goes wrong, we need you to tell us about it. This helps us improve our standards and resolve issues promptly and fairly.

This complaints procedure is designed to comply with the requirements of the **Law Society**, the Solicitors Regulation Authority (SRA), and the Legal Ombudsman.

How to Make a Complaint

If you are unhappy with any aspect of our service, please contact us as soon as possible so that we can address your concerns.

Step 1 – Informal Resolution

Where possible, we encourage clients to raise concerns with the person handling their matter. Many issues can be resolved quickly and informally at this stage.

If you do not feel comfortable doing this, or the issue is not resolved, you may proceed to Step 2.

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Step 2 – Formal Complaint

Please put your complaint in writing, either by letter or email, and include:

- Your name and contact details
- A clear description of your complaint
- Any relevant dates, documents, or reference numbers

Complaints should be addressed to:

Complaints Handling Partner / Officer

Alex Atkins
alex.atkins@marlborough-law.com

Our Complaints Handling Process

1. Acknowledgement

We will acknowledge receipt of your complaint in writing within **7 days**.

2. Investigation

Your complaint will be investigated by the Complaints Handling Partner or another senior member of staff not directly involved in the matter where possible.

3. Response

We will provide a written response setting out:

- Our findings
- Any proposed resolution or remedial action

This will usually be provided within **28 days** of acknowledging your complaint.

4. Further Review

If you are not satisfied with our response, you may request a further review.

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5. This request should be made within **14 days** of our response, and the matter will be reviewed by a different senior individual where appropriate.

Legal Ombudsman

If we are unable to resolve your complaint to your satisfaction, you have the right to refer your complaint to the Legal Ombudsman, provided you do so within the relevant time limits.

Legal Ombudsman Contact Details

- **Address:** PO Box 6806, Wolverhampton, WV1 9WJ
- **Telephone:** 0300 555 0333
- **Website:** www.legalombudsman.org.uk

You must normally contact the Legal Ombudsman:

- Within **six months** of receiving our final written response, and
- No more than **one year** from the act or omission complained about (or one year from when you should reasonably have known there was cause for complaint).

Complaints to the SRA

The Solicitors Regulation Authority can help if you are concerned about our professional conduct, such as issues involving dishonesty, discrimination, or breaches of professional rules.

- **Website:** www.sra.org.uk
- **Email:** report@sra.org.uk

The SRA does **not** deal with complaints about service quality.

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Record Keeping and Continuous Improvement

All complaints are recorded and reviewed regularly to identify trends and improve our services. Making a complaint will **not** affect how we handle your legal matter.

Accessibility

We are happy to provide this procedure in alternative formats or offer assistance if you require help making a complaint.