

## Complaints Procedure – policy

We take our professional responsibilities seriously and are committed to providing the highest quality service to all of our clients. If you have any comments or concerns about the services that we provide or if you wish to discuss any aspect of the way in which your instructions are being handled, you should inform us immediately so that we can do our best to resolve the problem for you.

If you do not wish to raise these with the individual lawyer involved, please speak to your designated Partner, or, if you prefer, email the Head of LOGOS, London, Gudmundur Oddsson, [Gudmundur.oddsson@logoslegalservices.com](mailto:Gudmundur.oddsson@logoslegalservices.com).

What will happen next?

1. We will acknowledge receipt of your complaint in writing usually within two working days of receiving it and enclose a copy of this procedure.
2. We will then investigate your complaint. This will normally involve the Head of LOGOS London office reviewing your file and speaking to the member of staff who acted for you.
3. Within 21 days of sending you the acknowledgement letter, our Head of LOGOS London office will aim to invite you to a meeting to discuss and hopefully resolve your complaint. The Head of LOGOS London office may, in the interim period, contact you to clarify our understanding of the complaint and to ask you for copies of any relevant documents.
4. If you do not want a meeting or it is not possible for you to participate in one, The Head of LOGOS London may instead offer you a chance to discuss the matter by telephone/online.
5. Usually within seven days of the meeting, or any telephone/online conversation we have with you instead of a meeting, our Head of LOGOS London office will write to you to confirm what took place and any solutions we have agreed with you. We will keep an open mind with regard to reasonable remedies and solutions.
6. In any case we/ Head of LOGOS London will send you a detailed written reply to your complaint, including his or her suggestions for resolving the matter, within 21 days of sending you the written acknowledgement of your complaint referred to in paragraph 1 above.

If you remain dissatisfied, you may have the right to bring up the matter with the Legal Ombudsman of England and Wales to consider the complaint.

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint

**and**

- No more than six years from the date of act/omission; or

- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9.00 to 17.00.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ