



## COMPLAINTS HANDLING PROCEDURE

We are committed to providing a high quality service to our clients. We take the concerns of our clients very seriously. If you have any cause for concern or indeed a complaint, we assure you that your complaint will be dealt with free of charge and as quickly as possible.

1. If you have indicated to us that you have cause for concern about any aspect of our service, you will be provided with a copy of this procedure, and your concerns will be referred to our Client Relations Manager, Diane Risebury to discuss them with you informally in the first instance. She can be contacted directly by email at [clientrelations@dma-law.co.uk](mailto:clientrelations@dma-law.co.uk) by telephone on 01429 233324 or in writing/in person (by appointment) at 155 York Road, Hartlepool TS26 9EQ.
2. In the unlikely event that this does not resolve the problem, then we will invite you to put your concerns to us formally and the matter will then be referred to our Complaints Manager, Julie Mathieson. She can be contacted directly by email at [julie.mathieson@dma-law.co.uk](mailto:julie.mathieson@dma-law.co.uk) by telephone on 01325 482299, or in writing/in person (by appointment) at 56 Duke Street, Darlington, DL3 7AN.
3. Your formal complaint will be acknowledged in writing within 2 working days.
4. We will then investigate your complaint, which may involve seeking further information from you and from those involved in handling your case. Once we have all the details we need, we will contact you to offer you the option to either receive a written response to your complaint or to meet with us to discuss, and hopefully resolve, your complaint in person. We aim to contact you in this way within 10 working days of sending you the acknowledgment but investigations can sometimes take longer, in which case we will keep you informed of progress.
5. If you opt to meet with us, we will write to you to confirm what took place and any solutions we have agreed with you within 5 working days of that meeting taking place. If you opt to receive a written response to your complaint, we will send this to you within 5 working days of receiving your request.
6. We will send this final written response within a maximum of 8 weeks of you making your formal complaint.
7. If you are unsatisfied with the outcome, or you do not receive a final response from us within 8 weeks of making your formal complaint, you can then contact the Legal Ombudsman:

PO Box 6806, Wolverhampton, WV1 9WJ  
Tel: 0300 555 0333 - Minicom: 0300 555 1777  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

You should make any complaint to the Legal Ombudsman within six months of receiving our final written response otherwise they may not be able to investigate your complaint.

8. Further information on complaints can be found at: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)