

## 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, if possible, we will seek to discuss your concerns informally in the first instance.
2. If we are unable to resolve your concerns via Step 1 of this procedure, then 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 to 56 Duke Street, Darlington, DL3 7AN
3. Your formal complaint will be acknowledged in writing/via email within 2 working days of receipt.
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 in writing/via email to provide a preliminary written response to your complaint. 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. You will be provided with the opportunity to reply to the preliminary written response, either in writing or via telephone/video conference (no face to face meetings will be held for these purposes during the Covid-19 pandemic, other than in exceptional circumstances), after which a final written response will be issued.
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)