

## Complaint Procedure

### **Our complaints policy**

We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

### **Our complaints procedure**

If you have a complaint, please contact Kevin Wilsher our Client Care Partner. You can contact him at:

Ellisons (Ref: KW)  
Headgate Court  
Head Street  
Colchester  
Essex CO1 1NP

Tel: 01206 764477  
Fax: 01206 764455  
Email: [kevin.wilsher@ellisonslegal.com](mailto:kevin.wilsher@ellisonslegal.com)

### **What will happen next?**

1 We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. You can expect to receive our letter within two days of us receiving your complaint.

2 We will record your complaint in our central register and open a file for your complaint. We will do this within a day of receiving your complaint.

3 We will initially refer this matter to the Supervisor with responsibility for your case. He or she will examine your file and discuss the complaint with the member of staff concerned. This will take up to five days from receiving your complaint. We will respond to your complaint. This will include our suggestions for resolving the matter. This will happen within five days of us completing our investigation.

4 At this stage, if you are still not satisfied you can contact us again, setting out the reasons why you do not accept our decision. The Client Care Partner will then review our decision within 10 days.

5 We will then let you know the result of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you the name and address of our Consumer Complaints Service. If you are still not satisfied, you can contact them about your complaint.

6 If we have to change any of the timescales above, we will let you know and explain why.