Curzon Green Solicitors

Curzon Green Solicitors' Complaints Procedure

Introduction

Curzon Green Solicitors is committed to providing a professional, efficient and courteous service to all of our clients. If you feel that we have failed to achieve an acceptable standard of service we want you to tell us as we regard it as an opportunity to monitor and improve our quality of service.

Rest assured, any expression of dissatisfaction about the service you have received from Curzon Green Solicitors will be considered seriously and we will ensure that we respond promptly to any complaint. We will investigate your concerns objectively and try to generate a positive and speedy solution.

What to do if you have a Complaint about the Service we have provided

If you have any complaints or grievances over the level of service you have received from Curzon Green Solicitors then in the first instance you should contact the person dealing with your case. This is usually the person named in the initial letter we sent to you at the start of your matter. You can do this by telephone, in writing or by email.

If you are not satisfied with the response provided by the person dealing with your case you should then refer the matter to the Complaints Partner at Curzon Green Solicitors, Jennifer Sole. Or if Jennifer Sole was handling your case then please refer the complaint to Robert Green at Curzon Green Solicitors. They will then consider your complaint, carry out an investigation and will provide a proposed solution. Full contact details are set out below:

Robert Green
Curzon Green Solicitors
114-116 Oxford Road
High Wycombe
Buckinghamshire
HP11 2DN

DX 4408 HIGH WYCOMBE

(T) 01494 451355
(F) 01494 532433

Email: rob@curzongreen.co.uk

Jennifer Sole
Curzon Green Solicitors
10 Philpot Lane
London
EC3M 8AA

DX 4408 HIGH WYCOMBE

(T) 020 3443 9576
(F) 01494 532433

Email: jennifer@curzongreen.co.uk

Timescale within which you can expect to hear from us

Your complaint will be acknowledged upon receipt. In most cases we hope that the person dealing with your matter will be able to address your concerns immediately but if that is not possible for any reason we aim to provide a full response within eight weeks. If the matter is complex you may have to wait a little longer but we will always

write to you within eight weeks to provide a full update on progress and to give you an estimate as to when you can expect a full response. If we believe it would be helpful, we may also suggest a face-to-face meeting.

Referral to the Legal Ombudsman

If, following the investigation by the nominated partner, you remain dissatisfied with the final response you may refer your complaint to the Legal Ombudsman. The Legal Ombudsman expects complaints to be made to them within 12 months of you realising there was a concern and within 6 months of your last contact with our firm. The Legal Ombudsman will usually only consider a complaint about the service provided by Curzon Green Solicitors if our internal complaints procedure has been followed and exhausted.

The Legal Ombudsman's contact details are as follows:

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Telephone: 0300 555 0333
From overseas: +44 121 245 3050
Minicom: 0300 555 1777

Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

Misconduct allegations

If your concern is about professional misconduct, such as discrimination or dishonesty, rather than a service has been provided by us then please contact our Robert Green or Jennifer Sole via the above contact details. We take such accusations seriously. You are entitled to refer concerns about misconduct to the Solicitors Regulation Authority, whether or not you have raised them with us. You do not have to be a client of ours to make a complaint under this procedure either to us or the Solicitors Regulation Authority. The Solicitors Regulation Authority can be contacted here.