

Complaints Procedure



..... THERE when *you* need us

Our Complaints Policy

We are committed to providing a high quality legal service to all our clients. If something does go wrong, or if we are not providing the service that is required, we need to know about it. We treat all complaints seriously and will do our best to resolve them to our clients' satisfaction as quickly as possible.

We will investigate your complaint fully and fairly. We will respect our clients' confidentiality, and any complaint will not affect any future business we undertake on your behalf.

Our Complaints Procedure

1. If you have a complaint, and have not been able to resolve this with the Legal Adviser concerned, you should ask to speak to our Head of Client Care, Mr Charles Killin. Depending on the level of complaint, it may be possible to resolve the matter at this stage. If the complaint is of a more serious nature, write to us with the full details. This should be addressed to Mr Killin.
2. We will then send you a letter acknowledging your complaint and asking you to confirm or explain the details of the complaint.
3. We will record your complaint on our central register and open a separate complaint file. We will do this within seven working days of receiving your complaint.

4. We will acknowledge your reply to our letter and confirm what will happen next. You can expect to hear from us within seven working days.
5. We will then start to investigate your complaint. This will normally involve the following steps:
 - An investigation will be carried out by our Quality Manager, Julia Blower. The Quality Manager will then provide a report to Mr Killin who will in turn review the report in conjunction with the file, and then review any substantive legal issues.
 - If he has any queries following this review Mr Killin will raise these with you prior to providing you with a full response to your complaint. He will do this within a further seven working days following the acknowledgement sent to you.
6. Mr Killin will then invite you to meet him to discuss, and hopefully resolve your complaint.
7. Within seven working days of the meeting Mr Killin will write to you to confirm what took place and any solutions that he agreed with you. If you do not want a meeting, or a meeting is not possible, Mr Killin will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigations.

8. At this stage, if you are still not satisfied, you may write to us again. We will then arrange to review our decision. This will be undertaken by another director in the firm who will report its outcome to you within ten working days. At this time we will write to you confirming and explaining our reasons.
9. The Legal Ombudsman has given a maximum of eight weeks for the complaint to be resolved. Once the eight week period has elapsed, the Legal Ombudsman will normally accept the complaint for investigation even if it has not yet been fully dealt with by us. If you are still not satisfied, you can contact:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint. In any event the Legal Ombudsman must receive details of any complaint that you wish to raise with them within 12 months of any act/omission or within 12 months when you reasonably knew or ought to have known of the act or omission that has given you cause to complain. For further information, you should contact the Legal Ombudsman on 0300 555 0333, visit their website at www.legalombudsman.org.uk or email enquiries@legalombudsman.org.uk.

If we have to change any of the time scales or alter the procedure in any way for good reason, we will let you know how and explain the reasons.

Quality Standard

Our family lawyers are members of Resolution, they are committed to the constructive and non-confrontational resolution of family disputes.

Fishers Conveyancing department are members of the Law Society's Conveyancing Quality Scheme - the mark of excellence for the home buying process.

Fishers Solicitors is Lexcel accredited. The Lexcel practice management standard is only awarded to solicitors who meet the highest management and customer care standards.



Contact Us

Ashby de la Zouch

Monday – Friday: 9.00am – 5.30pm



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Parking - Our private car park is situated off Somerfield supermarket car park. Turn into the supermarket from Derby Road and head towards the exit. Turn left prior to the exit, our entrance is straight ahead on the right.

E-mail: fishers@fisherslaw.co.uk

Website: www.fisherslaw.co.uk

