

# Complaints Handling

## Our Complaints Policy

At Kitsons LLP, 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.

If you have a complaint, please contact us with the details in writing or by telephone.

## What Will Happen Next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Client Care Partner, Nicholas Johnson, who will review your matter file and speak to the member of staff who acted for you.
3. If appropriate, Nicholas Johnson will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
5. If you do not want a meeting or it is not possible, Nicholas Johnson will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 7 weeks of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for James Cross, to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you may contact the Legal Ombudsman.

By Post                      Legal Ombudsman,  
   PO Box 15870  
   Birmingham  
   B30 9EB

By Phone:                    0300 555 0333  
WWW:                        [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
e-mail:                        [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Any complaint to the [Legal Ombudsman](http://www.legalombudsman.org.uk) must usually be made within six months of the date of our final written response to your complaint.

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