

Complaints Handling Procedure

We pride ourselves on providing a high-quality legal service to all our clients. In the unlikely event that something does go wrong, we want to put it right.

Step 1

If for any reason you are not satisfied with the service received, please discuss this with your fee earner in the first instance who will do their best to resolve the issue.

Step 2

1. If the issue is not resolved or you wish to raise with a more senior person, please raise your concerns (providing full details) with one of the following:
 - For Conveyancing; Commercial; Wills & Probate matters, please contact Alistair McKinlay at No 6 Colton Mill, Bullerthorpe Lane, Leeds LS15 9JN or alistair.mckinlay@emsleys.co.uk.
 - For Personal Injury; Dispute Resolution; Litigation and Family matters, please contact Andrew Greenwood at No 2 Colton Mill, Bullerthorpe Lane, Leeds LS15 9JN or andrew.greenwood@emsleys.co.uk.
2. We will send you a letter acknowledging receipt of your complaint within three working days, enclosing a copy of this procedure. Either Alistair or Andrew will investigate your complaint and review your file .
3. Alistair or Andrew will then invite you to a meeting to discuss and hopefully resolve your complaint. This invitation will normally be sent within 14 days of the date of the acknowledgement letter.
4. Within three days of the meeting, Alistair or Andrew will write to you to confirm the discussion and any agreed solutions.
5. If you do not want a meeting or it is not possible, Alistair or Andrew will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of the date of the acknowledgement letter.

Step 3

1. If you are still not satisfied, you should contact Rachel Walton, Head of Operations at No 6 Colton Mill, Bullerthorpe Lane, Leeds LS15 9JN or rachel.walton@emsleys.co.uk who will review the decision.
2. Rachel 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.
3. If you are not satisfied with our final written response, then we will have been unable to settle your complaint using our internal complaints process. If you wish to pursue your complaint further, the following options are available to you:
 - (i) You can contact the Legal Ombudsman about your complaint, which is an independent complaints body established by the Legal Services Act to deal with complaints about legal services:

Address:	Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ
Tel:	0300 555 0333
e-mail:	enquiries@legalombudsman.org.uk
Website:	www.legalombudsman.org.uk

The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem. If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of the date of our final written response. For further information, you should contact the Legal Ombudsman or consult their website.
 - (ii) There are alternative complaints bodies that are competent to deal with complaints about legal services that you can use instead of the Legal Ombudsman, such as Pro Mediate UK Limited (www.promediate.co.uk), but the consent of both parties is required to use their services. If you prefer to use Pro Mediate's alternative dispute resolution service, please let us know as we may agree to use that scheme. For further information, you should consult their website.

If we have to change any of the timescales above, we will let you know and explain why. You will not be charged for using our Complaints Procedure.