

# **ARNOLD DAVIES VINCENT EVANS**

## **Complaints Procedure**

Any expression of dissatisfaction about the service you have received from us will be considered seriously and we will ensure that we respond promptly to any complaint.

Arnold Davies Vincent Evans is committed to providing a professional, efficient and courteous service to all our clients. If you feel that we have failed to achieve an acceptable standard of service we want you to tell us. We regard it as an opportunity to monitor and improve our quality of service. We will investigate your concerns objectively.

## **What To Do If You Have A Complaint About The Service We Have Provided**

Initially please try to discuss your concerns with the person handling your matter. If you are not happy with the reply provided by the person normally dealing with your matter or you feel unable to raise the issue with them you can refer the matter to either Mr M.A. Stewart or Mr A.W.Lewis who are Directors of the company. Please set out your complaint in writing or email giving us as much information as possible about the issue you wish to raise

Mr Stewart or Mr Lewis will consider your complaint and carry out an investigation and will seek to provide a response within ten business days. If the matter is complex and it takes longer to deal with your complaint, we will contact you within ten business days to give you an approximate timescale of when you can expect a response. If we believe it would be helpful, we may suggest a meeting and/or request further information from you.

We will do all that we can to ensure that your complaint about the service provided is carefully examined and resolved as quickly as possible.

## **Referral To The Legal Ombudsman**

If you are not satisfied with the final response to your complaint you may refer your complaint to the Legal Ombudsman (LeO). The LeO expects complaints to be made to them within one year of the act/omission or from when you should have realised there was an issue. The Legal Ombudsman will usually only consider a complaint if our internal complaints procedure has been exhausted within the last six months.

The Legal Ombudsman's contact details are as follows:

Telephone: 0300 555 0333

From overseas: +44 121 245 3050

Minicom: 0300 555 1777

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Legal Ombudsman

PO Box 6806

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