



## Our complaints handling policy

Jennings Perks Limited is committed to providing 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.

### OUR COMPLAINTS HANDLING PROCEDURE

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed.

Please contact :	Mr. M. C. Lillywhite
Telephone:	01922 459000
Email :	<a href="mailto:mlillywhite@jenningsperks.co.uk">mlillywhite@jenningsperks.co.uk</a>
Post:	Jennings Perks Solicitors Lloyd House Chambers 3 High Street Aldridge Walsall WS9 8LX

### WHAT WILL HAPPEN NEXT?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, 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, Michael Lillywhite, who will receive your matter file and speak to the member of staff who acted for you.



3. Michael Lillywhite 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 Michael Lillywhite will write to you to confirm what took place and any solutions he has agreed with you.

5. If you do not want a meeting or it is not possible, Michael Lillywhite will send you a detailed written reply to complaint, including his suggestions for resolving the matter, within 21 days 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 another partner Tim Perks 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 can then contact the Office for Legal Complaints/Legal Ombudsman whose address is PO Box 6806, Wolverhampton, WV1 9WJ about your complaint. Any complaint to the Office for Legal Complaints/Legal Ombudsman must usually be made within six months of the date of our final decision on your complaint but for further information, you should contact the Office for Legal Complaints (0300 555 0333 or refer to [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)).

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