

Client complaints policy

Our complaints policy

Fidelity Law Limited is 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.

Our complaints 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. Our telephone number is 01234 240707 and our email for complaints is [richard.brown@fidelity – law.co.uk](mailto:richard.brown@fidelity-law.co.uk).

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint.
2. We will then investigate your complaint. This will normally involve passing your complaint to our director, Richard Brown, who will review your matter file and speak to consultant who acted for you.
3. Where appropriate, Richard Brown will invite you to a meeting to discuss and, it is hoped, resolve your complaint.
4. Within seven days of the meeting, Richard Brown 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, Richard Brown will send you a detailed written reply to your complaint, including his suggestions for resolving the matter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments.
7. Following your request for a review, we will confirm our final position on your complaint and explain our reasons.
8. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 15870, Birmingham B30 9EB or call 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at www.legalombudsman.org.uk.

9. We are also required to inform you at the end of this process, on a durable medium:
 1. that we cannot settle the complaint with you;
 2. of the name and web address of an ADR (alternative dispute resolution) approved body which would be competent to deal with the complaint, should both parties wish to use the scheme; and
 3. whether we intend to use that ADR approved body