

Complaints about our service

Last updated May 2019

We are committed to providing you with a high standard of service and treating everyone fairly and equally. We realise that we may not always get this right and will respond to any concerns you may have. We will do everything we can to resolve your complaint quickly and efficiently. Please note that this complaints procedure is only triggered when you contact us direct, and we may not be able to respond to comments left on social media, for example.

How do you make a complaint?

Please make your complaint to the person you have been dealing with.

Our contact details are:

Minton Morrill, 27 Park Square West, Leeds LS1 2PL
Tel: 0113 245 8549

To help us make sure we have understood your complaint and not missed anything, please tell us

- your full name, contact details and the 'our reference' details shown on our letters to you
- what you think we have done wrong; and
- what you think we should do to put things right.

How will we deal with your complaint?

In the first instance, your complaint should be directed to the person you have been dealing with.

That person will acknowledge your complaint and respond swiftly to you (and at the latest within 10 working days of receiving your complaint), explaining what will happen next.

If you are not satisfied with their response, your concern will be brought to the attention of the Head of the relevant Department who will conduct a thorough review of your file and reconsider your complaint.

If the Department Head is unable to resolve your complaint, the matter will be referred to Sahida Patel who has overall responsibility for complaints handling within the Practice.

We hope wherever possible to resolve complaints at the first stage. However, you will be notified in writing at each stage if your complaint is referred to a more senior level, so that you always know who is responsible for dealing with it and the date by which you should expect a response from us.

At the conclusion of each of the stages, we will write to you setting out the outcome of our investigation and our suggestions as to how the matter might be resolved.

What if you are not satisfied with the response?

If you remain dissatisfied after having progressed through all levels of our complaints procedure, you can ask the Legal Ombudsman to consider your complaint. The Legal Ombudsman's contact details are:

PO Box 6806, Wolverhampton, WV1 9WJ

Tel: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Please note that you should make any such request to the Legal Ombudsman within six months of receipt of the final outcome of our investigations.