

Complaints Policy

This Practice 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. All complaints should be made in writing to Michael Penny either by email to mike.penny@ormrods.co.uk. If your complaint involves Michael Penny, please make your complaint to Geoff Ormrod by email to geoff.ormrod@ormrods.co.uk or by post to our registered address at 1 Victoria Square, Thornton-Cleveleys, Lancashire FY5 3LU.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure.
2. Your complaint will be recorded internally in our system immediately after it is received.
3. We will then investigate your complaint. This will normally involve passing your complaint to our client care director, Michael Penny, who will review your matter and speak to the member of staff who acted for you.
4. Mr Penny will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. he will do this within 14 days of sending you the acknowledgement letter.
5. Within three days of the meeting, Mr Penny will write to you to confirm what took place and any solutions he has agreed with you.
6. If you do not want a meeting or it is not possible, Mr Penny will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
7. 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. Depending on the matter we may at this stage arrange for another director to review the decision.
8. 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.
9. If you are still not satisfied, you can make a complaint through the Solicitors Regulation Authority. We are registered under SRA number: 520801. For the most up to date Solicitors Regulation Authority complaints procedure, please visit:
<https://www.sra.org.uk/consumers/problems/report-solicitor/> .
10. If you are still not satisfied, you can then contact the Legal Ombudsman at Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ; Telephone: 0300 555 0333; Email: enquiries@legalombudsman.org.uk. For the most up to date information on the Legal Ombudsman complaint procedure, please visit their guide at:
<https://www.legalombudsman.org.uk/how-we-work/consumer-journey/> .

11. Any complaint to the Legal Ombudsman must usually be made within 3 years 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.

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