

Complaints Procedure

Our complaints policy

We are committed to providing a high-quality 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.

If you have a complaint, please contact us with the details. We have 28 days to consider your complaint.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 7 working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to one of our Management team, who will review your matter file and speak to the member of staff who acted for you.
3. We will then contact you via telephone to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the discussion, we will write to you to confirm what took place and any solutions that were agreed with you.
5. If you do not want a discussion or it is not possible, we will send you a detailed written reply to your complaint, including our 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 someone unconnected with the matter at our organisation to review the decision.
7. We will write to you within 7 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Unresolved complaints

If the complaint has not been resolved satisfactorily following the above procedures, the complainant will be given the contact details for Ofsted **(if the complaint relates to an Ofsted registered event)**. These are:

Ofsted – 0300 123 1231