

**BUTTERS DAVID GREY LLP**  
**1N- COMPLAINTS PROCEDURE**



Butters David Grey LLP take client complaints very seriously and deal with client dissatisfaction swiftly and appropriately aiming to resolve any issues without the need for third party intervention.

Should any client have a complaint, the following procedure is to be followed and the client updated at all times as to a timeframe and a copy of this procedure passed to the client.

1. If a client is dissatisfied with a service, they should first raise their concerns with the fee-earner dealing with their matter in an attempt to resolve any issues. All complaints should at this stage be logged with the Client Care and Complaints Handler, Catherine Taylor and a record kept for assistance in improving the service we offer. This complaint should be dealt with within three working days upon receipt.
2. Should the fee earner with conduct be unable to deal with the client's dissatisfaction, the complaint should be passed to this firm's complaints partner, Catherine Taylor. The client will be asked to set out their complaint in full in writing. Acknowledgement of receipt must be sent within seven days and a full response to their complaint within 28 days of receipt. Your complaint will be dealt with as follows:
  - (a) We will open a separate file for your complaint and record it in our central register.
  - (b) We shall then start to investigate your complaint as follows:-
  - (c) We will pass your complaint, together with the original file to one of the partners who will speak to the fee earner with conduct of your matter and ask for a response.
  - (d) XXX will then consider the reply and the information in your complaint file. This will take up to 14 days from receipt of the information.
  - (e) You will then be invited to meet one of the partners to discuss and hopefully resolve your complaint.
  - (f) If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter and will be dealt with within 7 days of completing his investigation.
3. In the unfortunate event that we are unable to resolve the matter to the client's satisfaction, you can take your complaint to the Legal Ombudsman, the details of which are as follows:

<https://www.legalombudsman.org.uk/?faqs=how-you-can-contact-us>

telephone: 0300 555 0333

email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk),

PO Box 6806, Wolverhampton, WV1 9WJ.