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## Client Complaints Procedure (DWF in England and Wales)

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1. The letter of engagement or notice of retainer, as appropriate, contains the name and status of the person whom you should approach in the event of any complaint with the service provided.
2. We hope your complaint is one which can be resolved informally and speedily by the file handler with whom you are dealing on a day to day basis but, if not, the complaint will be referred (or you may choose to refer it) to a person of appropriate seniority.
3. Your complaint will be recorded and you will be advised within two working days of the complaint being raised of the name and status of the person who is investigating the complaint.
4. Upon notification of the complaint, the Complaints Investigator will:
  - discuss the complaint with the person about whom the complaint is made;
  - review the papers;
  - obtain further details from you if necessary; and
  - consider all aspects of the complaint.
5. The Complaints Investigator will agree with the person about whom the complaint is made any immediate action needed to try to resolve the complaint and either speak to you direct or write to you with a suggested solution within 10 working days.
6. In situations where the complaint cannot be resolved, your complaint will be referred to a Complaints Partner who will take over the handling of the complaint.
7. The Complaints Partner will then within 10 further working days:
  - review the complaint;
  - review the papers;
  - discuss the complaint internally as required;
  - respond to you and try to resolve the complaint.
8. Where the Complaints Partner has not been able to resolve your complaint it may be referred to the National Head of Complaints who will review the handling of the complaint for adherence to our procedure and provide you with their assessment within a further 10 working days.
9. Prior to the conclusion of DWF's complaints process, you will be reminded of your potential right to complain to the Legal Ombudsman.
10. The Legal Ombudsman's contact details are as follows:
  - Legal Ombudsman
  - PO Box 6806
  - Wolverhampton
  - WV1 9WJ
  - Telephone: 0300 555 0333
  - Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
  - Web: <http://www.legalombudsman.org.uk>
11. You must refer the matter to the Legal Ombudsman within 6 months of our final response to your complaint and within six years of the act or omission complained of, or alternatively, within three years of when you should reasonably have known about the act or omission complained of.