



TMP COMPLAINTS PROCEDURE

Our complaints policy

We are committed to providing high-quality legal services to all our clients. When something goes wrong, we need you to tell us about it. This will help us improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it by this time, you may complain to the legal ombudsman.

[Legal Ombudsman website](#)

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 14 days of receiving it, enclosing a copy of this procedure (if not already provided).
2. We will record your complaint in a central register.
3. We will then investigate your complaint. This will normally involve reviewing the file and any associated documents, interviewing and discussing the position with those concerned, and seeking further clarification.
4. If appropriate, we will either invite you to a meeting to discuss and hopefully resolve your complaint or discuss via the telephone.
5. After the meeting/telephone discussion, we will write to you to confirm what took place and any solutions you agreed upon.

6. If you do not want a meeting or it is impossible for us to discuss this matter with you, we will send you a detailed written reply to your complaint, including suggestions for resolving it.
7. At this stage, if you are still not satisfied, you should contact us again. We may arrange for someone unconnected with the matter to review the decision or offer mediation.
8. We will write to you within 14 days of the review, confirming our final position on your complaint and explaining our reasons.
9. If it becomes appropriate at any stage of the complaint's procedure, we will notify you of your right to see another solicitor and obtain advice on whether we have been negligent. If a complaint may constitute a possible claim for compensation for negligence, we will generally have to refer the matter to our insurers. In those circumstances, this complaint procedure may not be applicable.
10. We will be open and honest with clients if things go wrong. If we find evidence of poor service, we will acknowledge this, put things right (if possible), thoroughly and promptly explain what has happened and the likely impact, and provide an appropriate remedy.
11. The remedy might include:
 - an apology (subject to the requirements, if any, of our professional indemnity insurance insurer)
 - compensation for loss suffered
 - compensation for inconvenience, distress or both
 - putting things right
 - reducing the bill or limiting fees
1. Conversely, if we find the service provided reasonable, we shall fully explain why we have come to this conclusion. We may provide evidence of why the service was reasonable.
2. If you are still not satisfied, you can then contact the Legal Ombudsman as follows:

Address: Legal Ombudsman PO Box 6167 Slough SL1 0EH

T: 0300 555 0333
E: enquiries@legalombudsman.org.uk
W: www.legalombudsman.org.uk

There are relevant time limits for making a complaint to the Legal Ombudsman. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response.

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