



ALPS LEGAL COMPLAINTS HANDLING PROCEDURE

Our Complaints Policy

At ALPS Legal Practice 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 and ensure that you are getting the service you deserve.

If you are dissatisfied with the level of service you have received or issues in respect of our bill, it would be helpful if you could detail your concerns in writing addressed (if you have not already done so) to Michelle O'Reilly, Legal Director, at ALPS Legal Practice, Sunnyside Mill, Highfield Road, Congleton, Cheshire, CW12 3AQ so that we can find a solution to your problem. If you prefer to contact us by telephone please provide details of your complaint to one of our claims handlers or, if you do not wish to do this, please ask to speak to a Manager on the telephone number shown on our letterhead.

What will happen once we receive your written complaint?

We will acknowledge receipt of your complaint within two days of us receiving it. If necessary, we will ask you to provide us with further details/information. We will also let you know who will be handling the matter.

We will start to investigate your complaint. This will normally involve us reviewing the matter file and speaking with the legal adviser(s)/claims handler who acted on your behalf.

Following our investigation, we will send you a detailed response within 28 days from the date of your original complaint or, where we have asked you for further information, within 14 days of our receiving that information from you. Our final response will state the outcome of our investigation. If we require more time to investigate the matter, we will notify you and confirm when we will contact you next.

We hope that we are able to resolve your complaint satisfactorily. However, if you remain unhappy with our response then you can refer your complaint to the Legal Ombudsman, an independent complaints body established under the Legal Services Act, who can investigate complaints about the legal service you have received from us.

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 to you.

The Legal Ombudsman's contact details are: -

Telephone: 0300 555 0333 Minicom: 0300 555 1777

Website: www.legalombudsman.org.uk

Post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

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

Any feedback which enables us to improve our services is very welcome.