



J. Boddington Law

Associates

Complaints Procedure

Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality legal 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, either by email info@boddingtonlaw.co.uk or by telephone 0845 873 4664 or by letter to Complaints department PO box 72, Somerton, Somerset TA11 9AN. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the appropriate bodies listed on the following page.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within one week of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to a senior member of staff, who will review your matter file and speak to the member of staff who acted for you.
3. The investigating member of staff will then invite you to discuss and hopefully resolve your complaint. S/he will do this within three weeks of sending you the acknowledgement letter.
4. Within one week of the discussion with you, will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a discussion or it is not possible, will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within one week of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again, outlining why you are still not happy with the decision, and we will arrange for another member of senior staff to investigate.
7. We will write to you within two weeks of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Office:

0845 873 4664

Postal Address:

J. Boddington Law Associates Ltd. Chambers PO Box 72, Somerton, Somerset, TA11 9AN

Company Number: 8155412

www.boddingtonlaw.co.uk



8. If you are still not satisfied, you can then contact one of the following.

For Service Complaints against Fellows of the chartered Institute of Legal Executives, Barristers and QC's , and Fellows of the Institute of Paralegals.

Legal Ombudsman,
PO Box 6806,
Wolverhampton
WV1 9WJ

Telephone 0300 555 0333

Email enquiries@legalombudsman.org.uk.

about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it.

For Conduct Complaints against Fellows of the Chartered Institute of Legal Executives, And Conduct or Service Complaints against Non- Fellows of the Chartered institute of Legal Executives.

9. - IPS ILEX Professional Standards Ltd
Kempston Manor,
Kempston,
Bedford
MK42 7AB.

Telephone 01234 845770

email info@ilexstandards.org.uk

complaints to ILEX
need to be made with in twelve months of the events that gave rise to any
complaint.

10. **For Conduct Complaints against Barristers or QC's.**

Professional Conduct Department
Bar Standards Board
289-293 High Holborn
London
WC1V 7HZ

Telephone: 0207 611 1445



11. For Complaints regarding Consumer Credit regulated activities.

The financial Ombudsman Service - telephone 0300 123 9 123 or 0800 023 4567

Email – complaints.info@financial-ombudsman.org.uk

Website – www.finacial-ombudsman.org.uk