TJL Solicitors LLP Complaints Procedure

Our Complaints Policy

We are committed to providing a high quality legal service to every one of our clients. When something goes wrong, please tell us about it. This will help us improve our standards.

If you have a complaint, please contact us with the details. We have 8 weeks to consider your complaint. If we have not resolved your complaint within this time, you can have it independently looked at by the Legal Ombudsman for free. The Legal Ombudsman investigates complaints about service issues with lawyers.

If you are concerned about our behaviour, the Solicitors Regulation Authority can help you. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can find more information at https://www.sra.org.uk/consumers/problems.

What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within 3 days of receiving it, enclosing a copy of this procedure.

2. We will then investigate your complaint. This will normally involve passing your complaint to our Client Care Partner, Michael Saul, who will review your case and speak to the member of staff who acted for you.

3. Mr Saul will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement.

4. At this stage, if you are still not satisfied you should contact us again and we will arrange for the Senior Partner, Russell Sutton, to review his decision.

5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

1. If you are still not satisfied, you can then contact the Legal Ombudsman by:

    - going to their website: https://www.legalombudsman.org.uk/make-a-complaint

    - calling them on 0300 555 0333 between 9am to 5pm

    - emailing them at enquiries@legalombudsman.org.uk

    Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. 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.

2. If you have any queries at any time, you can email help@tjlsolicitors.co.uk.