



Complaints Policy

At Meymand Maczynski Ltd we are committed to providing the best quality legal service to all our clients and we will do everything in our power to ensure that you are fully satisfied with the service provided. However if you are not satisfied with something or something goes wrong, we need you to inform us as soon as possible.

Complaints Procedure

If at any time during the course of your matter you become dissatisfied with the service you are receiving and would like to make a complaint, please address your complaint directly to our Client Care Officer, Olga Meymand by email at olga@meymandmaczynski.co.uk

What Next?

1. We will send you a letter acknowledging receipt of your complaint within 5 working days of us receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. As Client Care Officer, Olga Meymand will review your matter file and speak to the member of staff who acted for you.
3. Within 15 working days of the written complaint you will receive a detailed written reply to your complaint, including any suggestions for resolving the matter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for you to attend a meeting with a Director at our firm to review the decision and to hopefully resolve your complaint. We always believe in trying to resolve any situation on amicable terms and believe that a face to face meeting can often put things right.
5. After the meeting is concluded we will write to you within 14 working days confirming our final position on your complaint and provide you with a full explanation of our reasons.
6. If however you are still not satisfied with our handling of your complaint, or if we have not resolved your complaint within 8 weeks since our acknowledgement letter, you may choose to

ask the Legal Ombudsman to consider the complaint. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or through their address at: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH. In addition a link to their website can be found here with further information: www.legalombudsman.org.uk.

Please note that a complaint to the Legal Ombudsman must be made:

- Within six months of receiving our final response to your complaint

And

- No more than one year from the date when you should reasonably have known that there was cause for complaint.

7. If we have to change any of the timescales mentioned above in this procedure, we will let you know and give an explanation as to why these need to be changed.
8. Please remember that you also have a right to object to our bills and may apply for an assessment of these bills under Part III of the Solicitors Act 1974. The Legal Ombudsman may not deal with a complaint about our bills if you have applied to the court for an assessment.
9. The Solicitors Regulation Authority can help if you are concerned about our behaviour. 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. Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority.

If you have any questions or would like further information in relation to our complaints handling procedure please do get in touch with us at olga@meymandmaczynski.co.uk