

Nairnsey Fisher & Lewis

COMPLAINTS INFORMATION

It is extremely important to all of our clients that they receive a good service and are happy with their experience with Nairnsey Fisher and Lewis. If for any reason it is not the case that you feel you have received the service you expect then at Nairnsey Fisher and Lewis we take this very seriously.

The procedure that will be followed is as set out below:-

1. We consider a complaint to be an oral or written expression of dissatisfaction which alleges that you have suffered or may suffer financial loss, distress, inconvenience or detriment. We aim to deal with any complaint raised as quickly as possible.
2. As set out in our Terms of Business provided to you at the outset of the transaction in the first instance we would expect that you approach the person who has conduct of your file to raise any issue or complaint. This person will be named in the initial letter to you and will set out their contact details.
3. If they cannot promptly resolve this issue for you then you can contact the Head of Legal Practice for Nairnsey Fisher and Lewis at danielle@nfl-legal.co.uk or 01702 669260 or 109 London Road, Benfleet, Essex, SS7 5UH. The Head of Legal Practice will come back to you within 7 days to explain how your complaint will be investigated if she is unable to provide a full response at this time. If a full response cannot be given then she will let you know when you can reasonably expect a full response. It may sometimes take some time to investigate a matter thoroughly in order to respond to you. The Head of Legal Practice will endeavour to come back to you within 28 days with a full response. Should this not be possible she will provide an explanation and confirm when the response will be received.
4. Where your complaint is made verbally we will set out in writing what we believe your complaint to be.
5. The investigation of your complaint will be based upon a sufficient and fair investigation. We will explain our findings in writing and where the complaint is upheld provide remedial action or redress. This will be actioned promptly.
6. If you are dissatisfied with how your complaint has been dealt with then you can contact Cassie Davies at cassie@nfl-legal.co.uk or 01702 669260 or 109 London Road, Benfleet, Essex, SS7 5UH. She will then carry out a separate review of your complaint.
7. Should you be dissatisfied with the outcome of our investigation and any subsequent review then you may contact the Legal Ombudsman who will assist you with your complaint and investigate the complaint directly with us. Unless the Legal Ombudsman agrees there are good reasons not to do so, the Legal Ombudsman will expect you to have followed this firm's complaints procedure prior to them considering your complaint. You can refer your complaint to them up to 6 months after you have received our final written response to your complaint.
8. The Legal Ombudsman can accept complaints up to 6 years from the date of the act/omission or 3 years from when the person complaining should have known about the issue. You can also refer your complaint to the Legal Ombudsman if our complaints procedure has taken longer than 8 weeks. The Legal Ombudsman will only investigate service related complaints; any conduct related complaints will be referred to the CLC. **The Legal Ombudsman can be contacted on 0300 555 0333 or enquiries@legalombudsman.org.uk or Legal Ombudsman PO BOX 6806 Wolverhampton WV1 9WJ.**
9. Alternative complaints bodies such as Ombudsman Services <https://www.ombudsman-services.org/> exist which are competent to deal with complaints about legal services should both you and this firm wish to use such a scheme. We do not agree to use Ombudsman Services.
10. We may send you a survey after your complaint to ask you about how you found our complaints procedure.

You may be able to make an application for a grant out of the CLC Compensation Fund. You can find out more information by following this link <https://www.clc-uk.org/consumers/compensation/>