

## Complaints Procedure

### How we deal with your complaint

We are committed to providing a quality legal service to our clients and take complaints very seriously.

Michelle Webley, our Managing Director, oversees all complaints. Our independent complaints handler will be your first point of contact and will work to resolve any concerns you have.

Any concerns raised about our service, or the advice given are dealt with in line with this procedure. The whole procedure will take less than 8 weeks.

### How to complain

If you have a complaint and have been unable to resolve this with the person who is representing you, please contact our Complaint Handler. The contact details are as follows:

[customerservice@family-lawfirm.co.uk](mailto:customerservice@family-lawfirm.co.uk)

Woolley & Co, Solicitors, Silverstone House, Kineton Road, Gaydon, Warwick, CV35 0EP

T: 01789 330310

If you have any form of special needs that might require a particular method of communication, do tell us and we will do all we can to help.

What will Woolley & Co do next?	Timescale (Working days)
1. We will contact you either in writing by e-mail or telephone to acknowledge your concerns.	Acknowledgement within 5 working days
2. We will set out our understanding of your complaint. You may be asked to provide any further comments, or further information, and you will be asked to confirm that her understanding is correct. You will also be asked how you would like to resolve your complaint.	Within 5 days of acknowledgement
3. Your file will be fully reviewed, and we may speak with the solicitor involved if it is necessary to address your concerns. We allow 21 working days from your providing further information or clarification that the summary is correct.	Within 21 days of your response confirming our understanding is correct
4. We will write to you setting out our view of your complaint and making any proposal for resolution within 7 working days of completing the review. You will be asked to provide any further comments and to consider any resolution that is being proposed.	Within 7 days of completing the review

5. If you provide any further comments, these will be addressed within 7 working days of receipt of those further comments.	Within 7 days
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If any of these timescales must change (for example due to holidays or other absences), we will let you know and explain why.

If you remain unhappy following completion of this complaint procedure, you can raise your concerns with the Legal Ombudsman whose contact details are as follows:

Legal Ombudsman  
PO Box 6167  
Slough  
SL1 0EH

General enquiries: 0300 555 0333

[How To Complain | Legal Ombudsman](#)

Referral must be made to the Legal Ombudsman within 6 months of the date of our letter confirming the investigation has come to an end and your file is closed in relation to the complaint. In any event, you must raise the formal complaint within 1 year of the incident giving rise to the complaint or no more than one year from the date you should have realised that there was cause for complaint.

If you think your complaint involves a breach of the Solicitors Regulation Authority principles, you can report the matter directly to the Solicitors Regulation Authority whose contact details are as follows:

Solicitors Regulation Authority,  
The Cube  
199 Wharfside Street  
Birmingham  
B1 1RN

Contact centre: 0370 606 2555

[SRA | Reporting a solicitor or firm to us | Solicitors Regulation Authority](#)

If you think that your complaint involves an infringement of data protection legislation, you can complain to us using the above procedure. You also have the right to complain to the Information Commissioner's Office (ICO) and contact details and further information can be found here:

ICO  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Helpline number: 0303 123 1113

[Make a complaint about how an organisation has used your personal information | ICO](#)