

## **Lincolns Family Law – Complaints procedure**

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve the problem. If you wish to make a formal complaint, then you can read our full complaints procedure here. Making a complaint will not affect how we handle your case.

If you wish to make a formal complaint, then our procedure is as follows:

1. We will acknowledge receipt of your complaint in writing via email and post within 7 days of you contacting us.
2. We will investigate your complaint by undertaking a thorough review of your file. We may contact you during this process should this be necessary. You should also feel free to contact us to discuss matters at any stage.
3. Within 28 days from the date of our acknowledgment letter you we will send you a detailed written reply to your complaint, including suggestions for resolving the matter.
4. At this stage, if you are still not satisfied, you should contact us again to explain why and we will review your comments.
5. We will write to you within 14 days of receiving your request for a review, confirming this firm's final position on your complaints and providing you with the reasons.

**What to do if we cannot resolve your complaint-** The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

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

- Within six months of receiving a final response to your complaint and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.  
Contact details

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9am to 5pm. Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ