

## Complaints Handling Policy

We are committed to providing high quality legal advice and client care.

However, if at any point you become unhappy or concerned about the service provided, please 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 handling your matter so that we can hopefully resolve the issue informally.

### Formal complaint procedure

The following outlines our recommended procedure for making a formal complaint. Please note that making a complaint will not affect how we handle your case.

1. A formal complaint should be addressed to our Senior Partner, Lauren Sadler who can be contacted in writing to [lauren@sadlercross.co.uk](mailto:lauren@sadlercross.co.uk) or Sadler Cross Family Law, PO Box 13018, Maldon. Please set out the details of the complaint.
2. We will acknowledge your complaint within seven working days of receipt.
3. Our Senior Partner will conduct a complete review of the file and to respond in writing. They will also interview any members of our team involved in your matter.
4. You will receive a written response to your complaint within 15 working days of sending you or acknowledgement letter/email. This response will set out the result of our investigation, any proposed resolution and, if relevant, any procedural changes we will make to ensure the situation does not arise again.
5. If you are a mediation client and it does not prove possible to settle things using the procedure outlined above, you may then refer your complaint to Resolution for consideration in accordance with their complaint's procedure. You can see the Resolution complaints policy on their website [www.resolution.org.uk](http://www.resolution.org.uk).

### Taking the complaint further

We are regulated by the Solicitors Regulation Authority and complaints and redress mechanisms are provided through them and the Legal Ombudsman.

If we are unable to resolve any such concerns to your satisfaction you are entitled to make a complaint to the Legal Ombudsman - [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) - P.O. Box 6806 Wolverhampton WV1 9WJ.

The Legal Ombudsman investigates complaints about service issues with lawyers. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

Complaints about a client's rights under the General Data Protection Regulation must be submitted to the Information Commissioner's Office – [www.ico.org.uk](http://www.ico.org.uk) .

Any disputes or legal issue arising from our Client Care and Terms of Business will be determined by the law of England & Wales and considered exclusively by the English & Welsh courts.