

Complaints Procedure

Complaints of any sort are taken very seriously by Minster Law. We consider a complaint as being a written or verbal criticism of an individual within Minster Law or with a system or procedure operated by us. This includes any allegation that an individual has breached their obligations in respect of Minster Law's Equality and Diversity policies. It is important to Minster Law that all expressions of dissatisfaction are dealt with satisfactorily.

If you wish to make a complaint, you can do so, in writing, by telephone, by e-mail or via our website. Please address all correspondence for the attention of The Client Relations Team at Minster Law, Kingfisher House, Peel Avenue, Wakefield, WF2 7UA. Alternatively you may call our Client Relations Team on 01904 663755, or e-mail us at complaints@minsterlaw.co.uk

What will happen next?

Once your complaint is received you will be sent a written acknowledgement within 3 working days to confirm receipt and to advise you of our next step.

A member of the Client Relations Team will investigate your complaint. We aim to provide you with a full response within 14 working days, but in the event that further investigations are required beyond this time period we will advise you immediately. Our investigations will include, but will not be limited to, examining your file and speaking to employees involved in the matter.

In the event that your complaint remains unresolved, it is at this stage that you can refer the matter to the Legal Ombudsman:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
Tel: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Web: www.legalombudsman.org.uk

Complaints to the Legal Ombudsman must be made within 6 years from the date of the act/omission that is being complained about, or 3 years from when you should reasonably have known there was cause for complaint (if the act/omission took place more than 6 years ago). In addition, referral to the Legal Ombudsman must be made within 6 months of you receiving our final response to your complaint.