

## 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](mailto: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 6167  
Slough  
SL1 0EH  
Tel: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Web: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.