

COMPLAINTS HANDLING PROCEDURE

This is the firm's written complaints handling procedure that we are able to provide to clients on request.

1. If a client decides to raise a service-related or other complaint, which the lawyer with day-to-day responsibility for the matter has not dealt with to the client's satisfaction informally, then the client can put a formal complaint to the Business Manager and Compliance Officer in writing, by e-mail or by telephone. The contact details are as follows:

P.R. Employment Law Specialists
F.A.O. The Business Manager and Compliance Officer
1 Elm Close
Campton
Shefford
Bedfordshire
SG17 5PE

Email: enquiries@premploymentlaw.co.uk – state F.A.O. The Business Manager and Compliance Officer in the email subject

Telephone: 01462 812266

2. The firm will send the client a written or electronic acknowledgement of a complaint within five business days of receipt. The client's complaint will be investigated thoroughly.
3. Within four weeks after receiving a complaint, the client will be sent either:
 - a) a final response; or
 - b) a holding response, which explains why the firm is not yet in a position to resolve the complaint and indicates when it will make further contact with the client.
5. Within eight weeks of receiving a complaint the client will be sent either:
 - a) a final response which adequately addresses the complaint; or
 - b) a response which:
 - (i) explains why the firm is still not in a position to make a final response, giving the reasons for further delay and indicating when it expects to be able to provide a final response; and
 - (ii) informs the client that the client may refer the handling of a complaint to the Financial Ombudsman Service if the client is dissatisfied with the delay.
6. Where the firm decides that redress is appropriate, it will provide the client with fair compensation for any acts or omissions for which the firm is responsible and will comply with any offer of redress which the client accepts. Appropriate redress will not always involve financial redress.
7. If the client's complaint has not been resolved to the client's satisfaction within eight weeks of the client making a formal complaint, the client may refer the complaint to:

Financial Ombudsman Service
Exchange Tower

Harbour Exchange
London
E14 9SR

Telephone: 0800 023 4567

Website: www.financial-ombudsman.org.uk

The client needs to get in touch with the Financial Ombudsman Service within six months of receiving the firm's final response to his/her complaint, though there are some exceptions to this rule.