
Complaints handling procedure

If you have concerns about any aspect of our service or any invoices we have sent you, you should discuss your concerns promptly with the Partner responsible for supervising the relevant matter. If this does not resolve the matter to your satisfaction within a reasonable time then you should make a complaint in writing to our Joint Managing Partners at Bristows LLP, 100 Victoria Embankment, London EC4Y 0DH, email: jmps@bristows.com.

What will happen next?

1. We will send you a letter or e-mail acknowledging receipt of your complaint within five working days of us receiving the complaint, enclosing a copy of this Complaints Handling Procedure.
 2. We will then investigate your complaint.
 3. Within fourteen working days of sending you the acknowledgement we will send you a letter or email responding to your complaint and/or invite you to either attend a meeting or have a telephone call with us within the next seven working days to discuss and hopefully resolve your complaint. If we need more than fourteen working days to investigate and respond to your complaint, we will let you know and explain why.
 4. We will continue to discuss the matter with you until a satisfactory resolution is reached or it becomes apparent to you or us that no such resolution will be achieved.
 5. If satisfactory resolution of your complaint cannot be achieved then we will write to you to inform you that the following procedures might be available:-
 - 5.1 in certain circumstances you may be able to refer your complaint to the Legal Ombudsman. To find out whether you can do so, please check the information provided at www.legalombudsman.org.uk or contact the Legal Ombudsman at PO Box 6806 Wolverhampton, WV1 9WJ, Tel: 0300 555 0333. In broad terms, the Legal Ombudsman deals with complaints from members of the public, very small businesses, charities, clubs and trusts. Please note: any complaint to the Legal Ombudsman must ordinarily be made within both of the following time limits:
 - within six months of the date we provide you with a final written response to your complaint; and
 - within six years from the date when the act or omission complained of took place or, if later, three years from when you should reasonably have known there was cause for complaint.
 - 5.2 if we and you both agree, your complaint could be referred to an alternative complaints body (such as ProMediate www.promediate.co.uk). We will inform you whether or not we would be willing to use ProMediate for your complaint.
 6. If you are concerned about the way in which we have behaved, you can also contact our regulator, The Solicitors Regulation Authority at www.sra.org.uk.
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