

Stacey & Mason - Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, contact us with the details.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within two days of us receiving your complaint.

2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within a day of receiving your complaint.

3. We will then start to investigate your complaint. This will normally involve the following steps.

- We will pass your complaint to Martyn Stacey, our Client Care partner, within three days.
- He will ask the member of staff who acted for you to reply to your complaint within 5 days.
- He will then examine their reply and the information in your complaint file. And, if necessary, he may also speak to them. This will take up to three days from receiving their reply and the file.

4. If you are not satisfied with the response you receive, either Martyn Stacey or, in the event of a complaint about Martyn Stacey, William Mason will then review your file and may invite you to a meeting and discuss and hopefully resolve your complaint. He will do this within three days.

5. Within two days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you. If you do not want a meeting or it is not possible, Martyn Stacey or William Mason will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. We will do this within five days of completing the investigation.

6. At this stage, if you are still not satisfied you contact us again. We will then arrange a review of our decision by another partner of the firm within 10 days.

7. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you the name and address of the Legal Complaints Service. If you are still not satisfied, you can contact them about your complaint. If we have to change any of the timescales above, we will let you know and explain why.