

## MJL Law Limited Complaints Procedure

We are committed to providing a quality legal service to all our clients. Consequently, when something goes wrong or any client believes they have reason to complain, it is essential that we have effective procedures to assist, address and bring about an early resolution of the problem. Only by doing so can we hope to maintain the quality standards we have set and improve upon them by learning from what might have gone wrong.

### **How to Complain**

In the first instance it may be helpful to contact the person who is working on your matter or transaction to discuss your concerns and we will do our best to resolve any issues.

If you would like to make a formal complaint, please provide details of your concerns in writing by post to MJL Law Limited, Suite 5, Unit 6, Benton Office Park Bennett Avenue, Horbury, Wakefield, West Yorkshire, England, WF4 5RA, or by email to [info@mjl.co.uk](mailto:info@mjl.co.uk).

### **What will happen next**

1. We will send you an email or letter by post acknowledging your complaint within three working days of receipt. We may also ask you to confirm or explain any details.
2. Your complaint will be recorded internally.
3. The Firm's Client Care Partner will review your complaint and will aim to write to you with our findings, including how we propose to resolve the issue, within 20 working days of our acknowledgement letter. If considered appropriate, you may be invited to meet with us to discuss and hopefully resolve your complaint at this stage.
4. Where it is not possible to meet this deadline (for example, because further enquiries need to be made), we will write to you to explain and tell you how soon you can expect to receive a full reply. As set out by the Legal Ombudsman, we will ensure that your complaint is fully concluded within eight weeks of our acknowledgement letter.
5. If a meeting between us does take place, we will write to you to confirm what we discussed and detailing any agreed solution that was reached.
6. If, at a meeting or from your written reply to our detailed written response, you remain dissatisfied with what we have said and how we propose resolving your complaint, we will arrange for our decision to be reviewed. We would generally aim to do this within 10 days. This may happen in one of the following ways:-
  - a. Our own review of our handling of your complaint and why you are dissatisfied with our decision.
  - b. By asking our local Law Society or another local firm of solicitors to review our handling of, and the decision on, your complaint (if they are willing to do this). This might take the form of mediation or some other type of alternative dispute resolution.

7. After the review has taken place you will be informed of the outcome.
8. If you are still not satisfied with our handling of your complaint, or if we have not resolved it within eight weeks, you can ask the Legal Ombudsman (see below) to consider the complaint provided you are an individual, a personal representative of a deceased person, a 'micro-enterprise', a club/association with assets not exceeding £1 million, or a trustee of a trust with assets not exceeding £1 million.
9. If we send a final written response to your complaint within eight weeks of receiving it, the time limit for you to refer the matter to the Legal Ombudsman would be six months from the date of that final response. Otherwise, the Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when someone should have found out about the problem.

If you would like more information about the Legal Ombudsman, please see below:

- Visit <https://www.legalombudsman.org.uk/>
- Call 0300 555 0333 10am – 4pm Monday to Friday
- Calling from overseas: +44 121 245 3050
- NGT Lite: 18001 0300 555 0333
- Minicom text phone: 18002 0300 555 0333
- Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- Postal address: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ