

ELBORNE MITCHELL LLP

COMPLAINTS RESOLUTION PROCESS

“You” or “your” refers to the Client.

“The LLP” refers to Elborne Mitchell LLP.

Complaints resolved by the LLP’s complaints procedures are free of charge.

The LLP seeks to resolve complaints promptly and where one arises you will be invited to speak to the Matter Partner. Arrangements will be made for that telephone call (or meeting) to take place.

If you do not wish to have your complaint dealt with by telephone or in a meeting, then you should set out full details of your complaint in writing to the Matter Partner at Token House, 11-12 Tokenhouse Yard, London, EC2R 7AS.

If your complaint has not been resolved to your satisfaction with the Matter Partner or you do not wish to deal with the Matter Partner, you will be invited to speak or write to the Practice Group Manager or the Senior Partner and arrangements will be made for that telephone call (or meeting) to take place.

The Practice Group Manager or the Senior Partner will write to you (“first letter”) acknowledging that the LLP is aware of a complaint having been made and, unless the response can be given immediately, informing you of any period needed by the LLP to investigate the facts, which normally should not be more than 28 days.

- Within the period specified in the first letter, the Practice Group Manager or Senior Partner will write to you with the LLP’s response to the complaint and where appropriate the LLP’s proposal for remedying the failure or recompensing you or explain why neither of these remedies is appropriate.
- That letter will invite your agreement to such course of action.

If you do not agree, the Practice Group Manager or the Senior Partner will consider whether a different proposal to remedy the default or recompense, should be made and will write to you with their final decision within 14 days (“the final decision”).

This letter will also propose that any continuing difference between you and the LLP be referred to alternative dispute resolution such as mediation. Should this arise we would propose use of the Ombudsman Services (www.ombudsman.services.org.uk).

Alternatively, you may have the complaint independently looked at by the Legal Ombudsman (“LEO”) which investigates complaints about service issues with lawyers. You may contact the LeO by post: PO Box 6806, Wolverhampton WV1 9WJ, or by email: enquiries@legalombudsman.org.uk or by telephone: 0300 555 0333 (between 9am and 5pm). Both the Ombudsman Services and the LeO are competent to deal with complaints about legal services.

Any complaint to the LEO is subject to the scheme rules and may be made after 8 weeks of a complaint to us. The LeO 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 LeO within six months of your receiving the LLP’s final decision letter on your complaint. For further information, you should contact the LEO or consult the scheme rules which may be found at www.legalombudsman.org.uk.

Elborne Mitchell LLP
November 2023