

Fisher Meredith LLP Complaints Handling 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.

If you are unhappy with any aspect of the service we have given, you should first raise the issue directly with your lawyer. If this does not resolve the issue and you have a complaint, please contact us (either by telling your lawyer or by writing to Client Services Manager, Fisher Meredith LLP, 7th Floor, 322 High Holborn, London, WC1V 7PB), with the details.

What will happen next?

1. We will write to you acknowledging receipt of your complaint within 5 working days of receiving it, enclosing a copy of this policy.
2. We will then investigate your complaint. The investigation will begin by our passing your complaint to the supervising solicitor named in our engagement letter. The supervising solicitor will review the file and speak to the lawyer who acted for you.
3. The supervising solicitor will, generally within 21 days of our acknowledging receipt of your complaint, either send you a detailed written reply to your complaint, including his or her suggestions for resolving the matter or invite you to attend a meeting at our offices to discuss your complaint and to try to resolve it. If the complaint is lengthy/complex we reserve our right to extend the period for a substantive reply.
4. If it is considered appropriate to have a meeting and you decline to attend it, the supervising solicitor will, within 21 days of learning this, send you a detailed written reply to your complaint, including his or her suggestions for resolving the matter
5. Within 5 working days of any meeting, the supervising solicitor will write to you to confirm what took place and any solution agreed with you.
6. If you are not satisfied following the investigation, you should write to the Managing Partner, Stephen Hewitt, at Fisher Meredith LLP, 7th Floor, 322 High Holborn, London, WC1V 7PB, **by post or by hand** (copied if practicable by e-mail to stephen.hewitt@fishermeredith.co.uk) and he will review the matter.
7. The Managing Partner will generally write to you within 14 days of receiving your request for a review, setting out our final position on your complaint and giving our reasons. If the complaint is lengthy/complex we reserve our right to extend the period within which to provide a substantive reply.
8. If you are still not satisfied, you can contact The Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint. For further information, you may contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.

If we have to change any of the time scales above, we will let you know and tell you why.

Note: If your complaint relates to any bill for legal services that we have sent to you, in accordance with our Terms of Business we have the right to charge interest in any unpaid amount. You have the right to apply for assessment of our bill under Part III of the Solicitors Act 1974 but, if you have applied for such an assessment, the Legal Ombudsman might not consider a complaint about the bill.