

**Excellence, empathy and strength**  
in divorce and family law.



## **COMPLAINTS PROCEDURE**

In accordance with the regulations of the Solicitors Regulation Authority for all firms of solicitors, we set out below details of our procedure for dealing with complaints.

As a client of Levison Meltzer Pigott LLP, we are concerned to ensure that you receive an efficient, cost effective and professional service, and that you are treated courteously and promptly at all times.

If at any time you are dissatisfied with the service we are providing or have provided then you should let us know immediately by contacting our managing partner, Simon Pigott.

Please contact Simon Pigott at [spigott@LMPlaw.co.uk](mailto:spigott@LMPlaw.co.uk) with the details of your complaint. He will acknowledge your letter within 48 hours and we will open a separate file for your complaint.

We will then investigate your complaint. We will ask the member of staff who acted for you to comment on the complaint within seven days. Our managing partner will consider the comment and if necessary also speak to the member of staff concerned. He will then write to you with a full reply to your complaint and a suggestion for resolving the matter; he will endeavour to do so within a further seven days. Thus you will have a full reply within 14 days.

If you are still dissatisfied, the managing partner will be willing to meet with you to discuss matters further. If you wish for a meeting please do so within seven days and a meeting will be fixed for the earliest date convenient to you both. If at that meeting the complaint can be resolved we will write to you within five working days to confirm the position. If unfortunately it cannot, we will give you the name and address of the Solicitors Regulation Authority.

If we have to change any of these timescales, we will let you know and explain why.

If the complaint is about our fees, there may also be a right to object to the bill or bills we have delivered by applying to the Court for an assessment under Part III of the Solicitors Act 1974, although if all or part of the bill remains unpaid we may nevertheless be entitled to charge interest in accordance with our terms of business.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. You should contact the Legal Ombudsman, PO Box 6167, Slough, SL1 0EH. Normally you will need to bring a complaint to the Legal Ombudsman within six months of the conclusion of the process

It goes without saying that we very much hope that you will have no cause to rely on the above procedures and that you will be satisfied with the service you receive from us.