

Complaints Handling - Professional Law Services Limited

Our complaints policy

Professional Law Services Limited are committed to providing a high-quality legal service to all our clients. We recognise, however, that during the course a matter, a client may become unhappy about an aspect of the service provided. To help us improve our standards, we kindly ask that you tell us if anything goes wrong with the service provided.

Our complaints procedure provides the means by which an issue can be resolved in a fair and prompt manner. Please note, however, that any timescales referred to may be affected by any leave of absence of relevant staff.

Our complaints procedure

1. If you have any concerns with the service provided, you should first raise them with the member of staff responsible for your matter. They will aim to address your concerns in a sympathetic and constructive manner. We hope that most issues can be resolved in this way.
2. If, however, the member of staff is unable to resolve the issue, or you remain dissatisfied with the outcome, you should raise it as a formal complaint with the director, Ian Mason, or his PA, Sarah.
3. The complaint can be made in whichever way you feel most comfortable: for example, by letter, telephone, email or in person. However, in order to avoid any misunderstanding, we would prefer to receive it in writing.
4. Upon receiving a complaint, we will acknowledge the complaint in writing within three working days of receiving it, enclosing a copy of this procedure.
5. We will then begin the investigation into your complaint in the most appropriate fashion. This will usually involve reviewing the matter file and speaking to the member of staff responsible. This will allow us to gain an understanding into the events leading up to the complaint.
6. Once this is complete, we will discuss the complaint and our findings with you and seek to resolve it by explaining our views and any remedial action proposed. That discussion can be face-to-face or over the telephone, according to your preference.
7. Within three working days after this discussion, we will write to you to confirm what took place and any solutions that have been agreed with you. We aim to complete this process within 21 days of receiving the formal complaint.

