

Client Complaints Procedure

Our complaints 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 not only ensure we can try and resolve the complaint but also help us to improve our standards and procedures.

It is important to us that you feel you are able to raise any concerns you have regarding the service or advice provided and that we are able to do what we can to respond to those concerns and hopefully remedy the situation where possible.

Our complaints procedure

If you have a complaint, in the first instance please contact Mr. Hugh Murrell, our client care partner. If the complaint is in relation to Mr. Murrell please contact Mr Henry Maples at: 14 High Cross, Truro, Cornwall TR1 2AJ, Telephone Number 01872 226994, email Henry.Maples@murrellassociates.co.uk .

You can contact Hugh at: 14 High Cross, Truro, Cornwall TR1 2AJ, Telephone Number 01872 226995, email hugh@murrellassociates.co.uk .

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at this stage. We will also confirm that Hugh Murrell will be dealing with your complaint unless the complaint is against him in which case the complaint procedure will be dealt with by Henry Maples.
2. We will then record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the relevant file.
3. If appropriate we will then invite you to meet Hugh Murrell to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 14 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, Hugh Murrell will write fully to you setting out his views on the situation and any redress that we would feel to be appropriate.
4. Within two days of any meeting we will write to you to confirm what took place and any suggestions that we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 days. This will happen in one of the following ways.
 - Hugh Murrell will review his own decision.

- We will arrange for someone in the firm who has not been involved in your complaint to review it.
 - We will ask our local Law Society or another local firm of solicitors to review your complaint. We will let you know how long this process will take.
 - We will invite you to agree to independent mediation. We will let you know how long this process will take.
6. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you the name and address of the Office for the Supervision of Solicitors. If you are still not satisfied, you can contact them about your complaint. We very much hope that this will not be necessary.
7. If following the above procedure you are still not satisfied, you can contact:

Legal Ombudsman,
PO Box 15870
Birmingham
B30 9EB

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 but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.

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