

Mercian Law

Commercial Debt Recovery Specialists

COMPLAINTS HANDLING POLICY

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 help us to improve our standards.

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will involve reviewing your file.
3. We will then call you to discuss and, hopefully, resolve your complaint. We will do this within 14 days of sending you the acknowledgment letter.
4. Within 3 days of this call we will write to you with a detailed reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgment letter.
5. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 15870 Birmingham B30 9EB about your complaint. Any complaint to the Legal Ombudsman must usually be made within 6 months of the date of our final decision on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 at www.legalombudsman.org.uk

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