

Premier Advocates Limited

Complaints Handling Policy

Premier Advocates Limited Complaints Handling Procedure

1. If you do have any cause for complaint whatsoever, Please contact us in writing, by e-mail, by telephone, in person or in any other form in respect of the service that Premier Advocates Limited have provided to you.
2. Premier Advocates Limited reserves the right to decline to consider a complaint that is made more than six months after you became aware of the cause of the complaint. There may be instances where Premier Advocates Limited will waive this requirement at our discretion. We will confirm to you in writing if a complaint has been made outside the time limit that we are prepared to consider.
3. Premier Advocates Limited will send you a written or electronic acknowledgement of a complaint within five business days of receipt, identifying the person who will be handling the complaint for the business along with a copy of Premier Advocates Limited's Complaint Handling Procedure. Your complaint will be investigated by a person with sufficient competence to investigate your complaint and wherever possible, that person will not have been directly involved in the matter which is the subject of the complaint, and will have authority to settle the complaint.
4. Within four weeks of receiving a complaint, we will send you either:
 - a) A final response which adequately addresses the complaint; or
 - b) A holding response, which explains why we are not yet in a position to resolve the complaint and indicates when we will make further contact with you.
5. Within eight weeks of receiving a complaint we will send you either:
 - a) A final response which adequately addresses the complaint; or
 - b) A response which:
 - (i) explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response; and
 - (ii) Informs you that you may refer the handling of the complaint to the Legal Ombudsman if you are dissatisfied with the delay.
6. Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress which you accept. Appropriate redress will not always involve financial redress.
7. In you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to –

Legal Ombudsman
PO BOX 6806
Wolverhampton
WV1 9WJ
enquiries@legalombudsman.org.uk

cmc@legalombudsman.org.uk

Phone: 0300 555 0333

By visiting:

<http://www.legalombudsman.org.uk/helping-the-public/>

Where you can downloading the Complaint Form.

8. The Legal Ombudsman can review the handling of the complaint and can give a direction on further handling of the complaint. However, they cannot determine a complaint or award compensation.