EVANS EMPLOYMENT LAW LIMITED

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 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. We will review your matter file in full.

3. Darryl Evans will then invite you to a meeting to discuss and hopefully resolve your complaint. He will normally do this within 21 days of sending you the acknowledgement letter.

4. Within three days of the meeting, Darryl Evans will write to you to confirm what took place and any solutions he has agreed with you.

5. If you do not want a meeting or it is not possible, Darryl Evans will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, normally within 21 days of sending you the acknowledgement letter.

6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Darryl Evans to review his own decision.

7. We will write to you normally within 21 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

8. If you are still not satisfied, you may be able to contact:

    Legal Ombudsman,
    PO Box 6806
    Wolverhampton
    WV1 9WJ

    about your complaint. This right is not available to all clients we will notify you whether or not you do have the right if the situation arises. 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.