

Pearl & Co

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.

Our complaints procedure

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 5 days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care coordinator Mrs Janice Cowan who will review your matter file and speak to the member of staff who acted for you.
3. Mrs Cowan will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within seven days of the meeting, Mrs Cowan will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, Mrs Cowan will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, 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 Mr J J Goldstein solicitor to review the decision.
7. We will write to you within 14 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 can then contact the Legal Complaints Service at Victoria Court, 8 Dormer Place, Leamington Spa, Warwickshire CV32 5AE about your complaint. Any complaint to the Legal Complaints Service must usually be made within six months of the end of the work we did for you, or within six months of finding out there was a problem
9. in addition the Legal Ombudsman can review the handling of the complaint if you feel the Legal Complaints Service has not dealt with the matter correctly. Its role is to resolve complaints about legal services in a way that is fair and reasonable in each case. It provides an independent and impartial service.

10. You have the right to complain about our services to the Legal Ombudsman. If you wish to make a complaint there are two relevant time limits:

The 12 month rule and the six month rule.

Generally speaking, your complaint should be brought to the Legal Ombudsman no later than 12 months from when the problem occurred or from when you should reasonably have become aware of the problem. Plus, you should complain to the Legal Ombudsman within 6 months of receiving a final response from us after complaining to us. Both of these time limit rules should normally be satisfied for the Legal Ombudsman to accept your complaint. If you would like to contact the Legal Ombudsman please call 0300 555 0333 or email them at enquiries@legalombudsman.org.uk. If you want to write to them their address is P O Box 15870, Birmingham B13 9EB.

For further information, you should contact the Legal Complaints Service (0845 608 6565 or refer to www.legalcomplaints.org.uk).

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