

## QUANTICKS' COMPLAINTS POLICY

We're committed to providing a first class service to all our clients.

In the unlikely event of something going wrong, we need you to tell us about it. This is the process.

- 1 We'll send you a letter/email confirming that we've received your complaint within 24 hours (working day) of receiving it. We'll also send you a copy of this policy.
- 2 We'll then investigate your complaint. This will normally be undertaken by one of our directors, who will review the work that we've done for you, and speak to the member of staff responsible.
- 3 The director will then invite you to a meeting (if this is convenient for you) to discuss, and hopefully resolve your complaint. They will do this within 14 days of your complaint being received.
- 4 Within 3 days of the meeting, The director will write to you to confirm what took place, and any solutions they have agreed with you.
- 5 If you don't want a meeting, or it is not possible, The director will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 21 days of your complaint being received.
- 6 At this stage, if you're still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the firm to review the decision.
- 7 We'll 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 contact:-

Legal Ombudsman  
PO Box 15870  
Birmingham  
B30 9EB

0300 555 0333

[enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint. If we have to change any of the timescales above, we will let you know and explain why.