

Complaints Handling Procedure

Emyr Pierce Solicitors are committed to providing a high-quality legal service to all our clients and we hope that all our clients are happy with our service. Occasionally however misunderstandings or mistakes can happen and in this (hopefully rare) instance, we will do our utmost to resolve any issues quickly and to your satisfaction.

If you feel a grievance on how your case was or is being handled, we need you to tell us about it so that we can deal with the issue and reflect on our procedures to ensure that such occurrences are avoided. All comments are taken to improve our standards and ensure that we are working to our best ability.

Our complaints handling procedure

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed.

Please contact:

Miss Laura Pierce
Emyr Pierce Solicitors
1 Heol Y Deri
Rhiwbina
Cardiff
CF14 6HA
Tel: 029 2061 6002
Or Email: law@emyrpierce.co.uk

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five days of your raising your concerns, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Emyr Pierce, who will review your matter file and speak to the member of staff who acted for you.
3. Laura Pierce will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.

4. Within three days of the meeting, Laura Pierce 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, Laura Pierce or Emyr Pierce will send you a detailed written reply to your complaint, including his/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 to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another partner 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. There is no charge to you for our time spent in investigating your complaint.
9. If your complaint has not been resolved to your satisfaction within 8 weeks of you making the complaint, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ or call 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at www.legalombudsman.org.uk.
10. In the event that we have been unable to resolve your complaint to your satisfaction, this may also be referred to Alternative Dispute Resolution (ADR) should you and we agree that this would be an appropriate method of dealing with the complaint. Generally, our preferred option would be for the matter to be dealt with by the Legal Ombudsman however please let us know if you wish to refer the matter to ADR.

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