

Updated: December 2018

Client feedback and complaints

We are committed to providing a quality service to our clients. We value feedback from clients greatly because it helps us to continually improve our service. If you do not feel that you are receiving excellent client service or that something could be improved, please do tell us about it. If we have fallen short of the high standards which we have set for ourselves then we would like the opportunity to put it right.

What do I do if I have feedback or a complaint?

At first it would be helpful if you could discuss any feedback or concerns which you have about our service or how it might be improved with the lawyer dealing with your matter. If the lawyer dealing cannot resolve your concern informally, or if the issue is of such a serious nature that you do not feel comfortable raising it with your lawyer, then you may discuss this with our Director Peter J.M. Declercq, our complaints' director, as a complaint under this policy. Peter can be contacted by email on Peter.Declercq@dcqlegal.com or by telephone on +44 (0)203 941 6045.

How do I raise a complaint under this policy?

It would help us if you could email Peter telling him:

- why you feel dissatisfied with the service which you have received;
- how you would prefer to be contacted about your complaint;
- if there is anything in particular which you would like us to do to resolve your complaint.

If you would prefer not to email details of your complaint in this way then please call him to discuss the best way to get an understanding of your concerns.

What happens after I have made a complaint under this policy?

We will:

- send an acknowledgement of your complaint within 3 business days of receiving it, enclosing a copy of this policy;
- log your complaint on our central complaints register;
- investigate the concerns and arrange a discussion with you to try to agree how to resolve the issues within 21 days of receiving your complaint;
- write to you within 28 days of receiving your complaint to confirm the outcome of this.

In exceptional circumstances it may be necessary to extend these timescales but we will try to agree any variations with you first. All complaints are directly overseen by Peter J.M. Declercq as our complaints' director.

What might the outcome of my complaint be?

We very much regret any dissatisfaction which our clients experience and will not hesitate to apologise to you where our service has fallen below our high standards. We may also agree that certain steps will be taken to improve your situation and to ensure that any problems experienced will not reoccur. All outcomes are agreed by Peter J.M. Declercq, our complaints' director.

What if I remain unsatisfied?

If you remain dissatisfied at the conclusion of our complaints' procedure, you may be entitled to complain to the Legal Ombudsman about our service (the Ombudsman would generally expect clients to follow a firm's internal complaints procedure first). You can find further information about the Ombudsman on the website www.legalombudsman.org.uk. You can write to the Ombudsman at Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ or by email on enquiries@legalombudsman.org.uk or call on +44 (0)300 555 0333. If you wish to raise a complaint with the Ombudsman then you should not delay bringing it to their attention once our complaints process has concluded as there are some time limits on when this must be done. For example, normally you must raise a complaint with the Ombudsman within six months of our final written response to your complaint and within six years of the act or omission about which you are complaining occurred (or within three years from when you should reasonably have known there was cause for complaint)

What will it cost?

We will not charge you for handling your complaint.

Please note that if we have issued an invoice for work completed on the matter, and all or some of that invoice remains unpaid, we may be entitled to charge interest on the amount outstanding.

The Legal Ombudsman service is free of charge.