

Complaints Procedure

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 Steven Marsh, our client care Director. You can contact him at: Scott Duff & Co, 40 King Street, Penrith, Cumbria CA11 7AY. Steven Marsh may pass your complaint to the director\fee earner in charge of the department involved in your complaint. If we have to change any of the timescales set out below we will let you know and explain why.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within three days of us receiving your complaint.
2. We will then record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the relevant file.
3. If appropriate we will then invite you to meet the person dealing with your complaint to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 21 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, the person dealing with your complaint will write fully to you setting out his/her views on the situation and any redress that we would feel to be appropriate.
4. Within two days of any meeting we will write to you to confirm what took place and any suggestions that we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 days. This will happen in one of the following ways.
 - We will arrange for someone in the firm who has not been involved in your complaint to review it.
 - Steven Marsh will review your complaint within 21 days.
6. We will let you know the result of the review within five working days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.

If you are not satisfied with our handling of your complaint, you can ask the Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ Helpline: 0300 555 0333 E-mail: enquiries@legalombudsman.org.uk to consider your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint..

Alternative Dispute Resolution (ADR)

In addition to directing a complaint to the Legal Ombudsman you will be able to refer your dispute for Alternative Dispute Resolution (ADR). There are three Institutions available to deal with disputes in the legal services sector, namely the Ombudsman Services, Pro Mediate and Small Claims Mediation. If required, we will provide contact details for those mediation services.

We confirm we agree to use either of the above.