

## COMPLAINTS POLICY

We are committed to providing a high-quality legal service to all of our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, which your adviser and their Head of Department have been unable to resolve to your satisfaction, please contact Jack Cookson, our Client Care Partner. He can be contacted via:-

Email: [jcookson@waughandco.co.uk](mailto:jcookson@waughandco.co.uk)

Tel: 01444 451666

Post: 4 Mill Green Business Estate, Mill Green Road, Haywards Heath, West Sussex, RH16 1XQ

### What Will Happen Next?

1. Within eight weeks, our Client Care Partner will attempt to resolve matters with you.
2. During this eight-week period, we will record your complaint in our central register and open a file for your complaint.
3. We will also investigate your complaint by examining the relevant file and requesting further details from the original adviser and their supervising partner as necessary. If appropriate, we may also invite you to a meeting with the Client Care Partner to discuss and hopefully resolve your complaint.
4. The Client Care Partner will write to you setting out his views on the situation and any redress that we would feel to be appropriate. This is likely to take place by the end of week six.
5. 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 seven to ten working days. This will happen in one of the following ways:
  - a. Our Client Care Partner will review his own decision in the light of any additional information; or
  - b. We will arrange for another partner in the firm who has not been involved in your complaint to review it.
6. We will let you know the result of the review as soon as possible. At this time we will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Legal Ombudsman (details below) about your complaint. We very much hope that this will not be necessary. Any complaint to the Legal Ombudsman should usually be made within six months of our final written response to your complaint but for further information you should contact the Legal Ombudsman.

Legal Ombudsman, PO Box 6806, Wolverhampton, WV19WJ  
T: 0300 555 0333  
E: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
W: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)