

Our Complaints Policy

Our Commitment

We are committed to providing high quality legal advice and excellent service. We understand that we may not always get it right. If you are not happy with our service, we need you to tell us. We will try to put matters right and learn any lessons.

What should you do if you have concerns?

Please raise any concerns with the person responsible for the day-to-day conduct of your matter. If you prefer you can contact their Team Manager or Supervisor. Alternatively, you can email our dedicated feedback address feedback@beaumont-legal.co.uk

Our complaint process

1. If you wish to make a formal complaint, please contact the Team Manager or Supervisor of the person handling your matter. They will acknowledge your complaint within 3 days of receipt and respond in full, with suggestions for resolving the issue, within a further 28 days.
2. If your issue cannot be resolved by the Team Leader or Supervisor, you may escalate the complaint to Julie Makin, our Head of Residential Conveyancing by emailing julie.makin@beaumont-legal.co.uk or by writing to Beaumont House, 1 Paragon Avenue, Wakefield, WF1 2UF. Julie will acknowledge your complaint within 3 days of receipt. She will independently investigate, review the file and discuss with those involved. She will then usually write to you within a further 28 days confirming our final position on your complaint and explaining our reasons.
3. If you are still not satisfied with the outcome, you may contact the Legal Ombudsman at P O Box 6806, Wolverhampton, WV1 9WJ or call them on 0300 555 0333 or by email at enquiries@legalombudsman.org.uk
Before the Ombudsman will look into a complaint they will usually ask whether the company's complaints procedure, as detailed above, has been exhausted. If it has then you have 6 months, measured from the date of the firm's final written response, to raise a complaint.
Alternative complaints bodies are available, such as Small Claims Mediation (UK) Ltd of 33 Leicester Road Blaby LE8 4GR (www.small-claims-mediation.co.uk) which are competent to deal with complaints about legal services, should both you and our company wish to use such a scheme. We *do not* agree to use these schemes such as Small Claims Mediation (UK) Ltd because we consider that the service offered by the Legal Ombudsman to be the most appropriate means of resolving matters between us.

If we need to change any of the timescales above, we will contact you and explain why. There is no fee for dealing with your complaint nor will it prejudice any ongoing work we are carrying out on our behalf.