

Compliance | Complaints Procedure

We are committed to providing a high-quality legal service to our clients. When something goes wrong, we need you to tell us about it. This will help us to sort out any mistakes or misunderstandings, and to improve our standards.

What is a complaint?

A complaint is any expression of dissatisfaction, whether made orally or in writing, which alleges that the complainant has suffered financial loss, distress, inconvenience or any other detriment.

1 INITIAL CONCERNS

In most cases, an informal chat with the lawyer responsible for your matter will resolve your concerns.

If it does not, you can formalise your complaint or speak to someone other than the lawyer responsible for your matter. Our Practice Manager, Lizzie Osborne, can record everything you are unhappy about and recommend the best solution for you. You can contact Lizzie Osborne at lizzie.osborne@morgansl.com.

2 WHAT WE NEED TO KNOW

To deal with your complaint correctly, it would be helpful when contacting us if you could provide the following information:

- Your name, contact details and preferred contact method
- File reference number
- Details of your concerns
- How you would like us to put things right.

3 WHAT WILL HAPPEN NEXT?

3.1 If you telephone us, we will endeavour to resolve the issue in that call.

3.2 If you email or write to us, or if your complaint cannot be resolved in a phone call, we will acknowledge receipt of your complaint in writing within 3 working days of receiving it.

3.3 Our Practice Manager will conduct an initial investigation into the issues raised. This will

normally involve reviewing your file and speaking to the staff member who acted for you. We will send you a detailed reply which sets out our findings and any action plans or proposed resolutions within 5 weeks of sending you the acknowledgement letter.

- 3.4 If this initial investigation does not resolve your concerns, you can escalate your complaint to a senior member of the firm, who has not had any dealings with your matter thus far, to review the initial decision. We will need a few details from you to highlight the areas that need further review. We will then write to you within 2 weeks of receiving your request for a second review, confirming our final position on your complaint and explaining our reasoning.
- 3.5 If we have to change any of these timescales, we will let you know, explain why and seek your agreement before proceeding.
- 3.6 If you have exhausted our internal escalation process yet remain dissatisfied, you may have a right to complain to the Legal Ombudsman or the Solicitors Regulation Authority. There is further information on how to make a complaint to both organisations below.

4 LEGAL OMBUDSMAN

- 4.1 If you have exhausted our internal escalation process yet remain dissatisfied, or a period of eight weeks has expired since we acknowledged your complaint without our final response being received, you are entitled to refer your complaint to the Legal Ombudsman. The Legal Ombudsman will look at the complaint independently and any investigation by them will not affect how we handle your case. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve the complaint with us in the first instance. We will always be happy to discuss your issues further, prior to you going down this route, if you wish to do so.
- 4.2 For complaints about our service, including billing issues, you may contact the Legal Ombudsman via one of the methods below:
- Phone: 0300 555 0333
 - Email: enquiries@legalombudsman.org.uk
 - Post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV19 9WJ
- 4.3 Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response to your complaint. Other time limits to be aware of are:

- The Ombudsman will consider your complaint if you refer it on to them within either of the following: one year of the problem happening or one year from when you found out about it.
- The Ombudsman will not accept complaints where the act/omission or the date of awareness was before 5 October 2010.

4.4 Note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they have an annual turnover of less than £1 million. Further details are available from the Legal Ombudsman.

5 SOLICITORS REGULATION AUTHORITY

5.1 If you have concerns about our professional conduct, you can make a complaint to the Solicitors Regulation Authority (SRA). Please visit their website to see how you can raise your concerns with the SRA: <https://www.sra.org.uk/consumers/>.

5.2 You may contact the SRA via one of the methods below:

- Phone: 0370 606 2555
- Email: report@sra.org.uk; or
- Post: SRA Report, The Cube, 199 Wharfside Street, Birmingham B1 1RN

6 ALTERNATIVE DISPUTE RESOLUTION

If a complaint cannot be resolved, you may have the option of referring it to alternative dispute resolution using a certified provider. However, the firm is not obliged to agree to such a request. In any case this is not available to businesses, only consumers. We will give you more information about that right if it becomes relevant.

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