

## Complaints

At Systech Law we are committed to providing a high-quality legal service to all our clients, however, we recognise that may not always be the case. If something goes wrong, we need you to tell us about it. This will help us to improve our standards. We will consider any complaint carefully and objectively, endeavouring to resolve the issues and reach a satisfactory conclusion.

## Complaints Procedure

We are happy to deal with your complaint as you prefer i.e. informal discussion or in writing.

Initially we hope that clients will raise any difficulties with the fee-earner / Partner involved in the matter concerned. Their contact details will be found on the client care letter sent to you at the outset of your instruction.

In most cases it should be possible to resolve problems or misunderstandings at this level.

If it remains unresolved, please contact the Complaints Officer, Karen Vinten-Hughes [kvh@systech-law.com](mailto:kvh@systech-law.com), and set out your complaint in writing.

We will send you a letter acknowledging receipt of your complaint as soon as possible setting out a suggested timetable for the handling your complaint and providing a full response.

We normally aim to provide such a response within one calendar month of receiving your complaint.

At this stage, if you are still not satisfied, you can escalate the matter to our Complaints Partner, Tom Allen [tom.allen@systech-law.com](mailto:tom.allen@systech-law.com), who will either review the matter himself or refer it to another Partner of the firm who hasn't been involved at that stage.

We will engage with you to understand the continued concerns you have and provide our final position on your complaint explaining our reasons within one calendar month of you escalating the matter.

If we have to change any of the timescales above, we will let you know and explain why.

If you are still not satisfied, you can then contact the Legal Ombudsman. Any complaint must usually be made within 6 months of the date of our final decision on your complaint but for further information, you should contact the LCS (Helpline number: 0300 555 0333) or refer to their website at [www.legalombudsman.org.uk/](http://www.legalombudsman.org.uk/)

Please note that nothing in this procedure takes precedence over or replaces any right that you have to bring a complaint or dispute that you may have against the firm under local law.

