



## **Morrish Solicitors LLP Complaints Policy**

If you have a complaint, please contact our complaints officers, Laura Nabozny, Daniell Kindell or Anna Sari. You can contact them:

- By post at Oxford House, Oxford Row, Leeds, LS1 3BE
- By telephone on 0333 344 9600
- By email to [complaints@morrishsolicitors.com](mailto:complaints@morrishsolicitors.com)

### **What Will Happen Next?**

1. We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to Laura Nabozny, Daniel Kindell or Anna Sari who will then review the file and speak to the person who acted for you.
3. You will then receive a detailed written reply to your complaint, including any suggestions for resolving it where appropriate, within 21 days of the date of the acknowledgement letter.
4. If at that stage you are still not satisfied, you should contact us again and we will arrange for another partner to independently review your complaint.
5. We will write to you again within 21 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. If for any reason we have to change any of the timescales above, we will contact you and explain why.

### **Legal Ombudsman**

If at the conclusion of this procedure you are still not satisfied then you can contact:

The Legal Ombudsman  
PO Box 6806,  
Wolverhampton WV1 9WJ.  
or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
or on 0300 555 0333.

A complaint to the Legal Ombudsman must be made within six months of the date of our final written response on your complaint but for further information you should contact the Legal Ombudsman.

Alternative complaint bodies (such as Pro Mediate UK Limited – [www.promediate.co.uk](http://www.promediate.co.uk)) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We do not agree to use Pro-Mediate UK Limited.