



# ALTMORE BUSINESS LAW

info@altmorebusinesslaw.com

phone: [+44] [0]845 094 9000

www.altmorebusinesslaw.com

## Complaints procedure

Altmore Business Law is committed to providing a high quality legal service to all its clients.

If in your view however the service that you have received from Altmore Business Law is not as it should have been, please inform Chris Muris immediately by telephone.

This will help Altmore Business Law to maintain and improve its standards and will enable Altmore Business Law to resolve any problems you may have.

Altmore Business Law's complaints procedure following the initial telephone call referred to above (or immediately if you prefer not to speak initially by telephone is as follows:-

1. Please provide full details of your complaint in writing to Chris Muris.
2. Chris Muris will deal with your complaint in the first instance. He will record your complaint and will send you a letter acknowledging it and asking you to confirm or explain any details that are unclear. You can expect to receive Chris's letter within two working days of receipt by Altmore Business Law of your complaint.
3. When Chris Muris acknowledges your reply, he will confirm what will happen next but broadly the procedure will be as set out in this document.
4. Chris will investigate your complaint within 10 working days of receipt of it. He will send you his detailed reply or invite you to a meeting to discuss the matter.
5. Hopefully, the reply and/or meeting with Chris Muris will resolve your complaint.
6. Within two working days of the meeting with Chris, he will write to you to confirm what took place and any solutions you have agreed with him.
7. Once you have provided Altmore Business Law with the opportunity to implement any agreed action to resolve your complaint, if you are still not satisfied, you can write to Chris Muris and arrange a further meeting to review the decisions that were made and how they have been implemented.
8. If you are still not satisfied with the response to your complaint, Altmore Business Law will ask another independent solicitor to review your complaint. Altmore Business Law will inform you of the result of the independent review within 5 working days of the receipt by Altmore Business Law of the result of the review. At this time, Altmore Business Law will confirm its final position on your complaint together with its reasons.
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10. If you are still not satisfied about how your complaint has been handled or resolved, you are entitled to contact the Legal Complaints Service, generally within 6 months of completion of Altmore Business Law's own complaints procedure. The LCS can be contacted on 0845 608 6565. Its website can be found at [www.legalcomplaints.org](http://www.legalcomplaints.org).

30A High Street East, Uppingham, LE15 9PZ. eFax: 01572 801100