

We aim to provide an exemplary service. If you are unhappy about any aspect of our service you have received or about an invoice we have sent you please raise this matter with me in writing.

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service, we provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. Making a complaint will not affect how we handle your case.

Procedure:

Please provide details of your concerns in writing to:

Zoe Lagadec Mulberry's Employment Law Solicitors, Thanet House, 231-232 Strand, London WC2R 1DA

- Within 5 working days of receiving your complaint we will acknowledge receipt in writing.
- We will conduct a full investigation and a review of the matter.
- Zoe will telephone you or invite you to a meeting to discuss and hope to resolve your complaint, within 28 days of sending you the acknowledgement letter.
- If a meeting or telephone call cannot be arranged Zoe she will send a written reply to your complaint, including her proposals for resolving the matter within 28 days.
- If the complaint is of a more complex nature and we require more time you will be informed.
- At this stage we would await your feedback and liaise with you as appropriate.
- If you remain unsatisfied with the conclusion, please inform us so we may review the decision with your comments.
- Once we have reviewed the matter, we will write to you within 7 days to confirm the final position
- We may invite you to agree to mediation and will inform you of how this would work and timeframes involved.
- If you are still not satisfied, and with your consent, arrangements will then be made for a member of the Sole Practitioners Group or the local Law Society or another solicitor to independently review your complaint. You will be advised of how long this is likely to take and of the outcome within 5 working days of the review.

We are permitted a period of eight weeks to consider the complaint. If for any reason we are unable to resolve the problem between us within that timeframe, then our clients are advised that they may ask the Legal Ombudsman to consider the complaint.