

Customer complaints policy

Our complaints policy

We are committed to providing a high-quality legal service to all our customers. When something goes wrong we need you to tell us about it. This will help us to improve our standards. The business overriding objective is to ensure customer satisfaction.

How do we define a complaint?

“A complaint is any expression of customer dissatisfaction however it is expressed which the person with conduct of the file is unable immediately to resolve.”

Our complaints procedure

If you have a complaint, please raise any complaint first with the personal with conduct of your matter, including any complaint about your bill, if this does not resolve it satisfactorily, tell the Supervising Director who is Jasbinder Singh at 4 Mitre Court 38 Lichfield Road, Sutton Coldfield, West Midlands, B74 2LZ. You can also telephone him on 0121 726 4999 or email jas@pickfordsolicitors.com. If this does not resolve it satisfactorily or the complaint is in relation to the supervising director, contact Barry Guest the independent director nominated by the business to ensure prompt and thorough investigation of any complaint. You can email him at barry@pickfordsolicitors.com or you can call him on 0121 726 4999. If we have to change any of the timescales set out below we will let you know and explain why.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint.
2. We will then record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the file for your matter.
3. If appropriate we will then invite you to meet the Supervising Director to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 14 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write fully to you setting out my views on the situation and any redress.
4. Within 2 days of any meeting we will write to you to confirm what took place and any suggestions that we have agreed with you.

5. At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. We would generally aim to do this within 10 days. This will happen in one of the following ways:
 - the supervising director will review his own decision.
 - The independent Director will review your complaint within 10 days.
 - We will invite you to agree to independent mediation. We will let you know how long this process will take.
6. We will let you know the result of the review within 2 days of the end of the review. At this time, we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you the name and address of The Legal Ombudsman. If you are still not satisfied, you can contact them about your complaint. We very much hope that this will not be necessary.
7. It is possible that a customer may complain direct to the Legal Ombudsman without first following the procedures given in our terms and conditions of business. In such circumstances, the Legal Ombudsman will immediately refer the complaint to the Directors. The normal complaints procedure will then be followed.