

BEACON WEALTH LEGAL LIMITED

COMPLAINTS HANDLING PROCEDURE



Our Complaints Policy

Beacon Wealth Legal Limited are committed to providing a high-quality legal service to all our clients. We hope to have satisfied clients, but occasionally things go wrong. If you are not satisfied with the service you have received then you should let us know so that we can make any improvements required and ensure that all our clients receive the level of service they deserve.

If you experience a problem with our service then in the first instance, please raise this with the person having conduct of your matter as sometimes a discussion with that person may be all that is required to resolve the problem. However, if you still remain dissatisfied then please follow the steps set out in this complaints procedure.

Our complaints Procedure

1. Please put your complaint in writing and send it to:

Mrs Linda Eaton
Complaints Officer
Beacon Wealth Legal Limited
26 Market Square
St Neots
Cambridgeshire
PE19 2PJ
Complaints@beaconwealth.co.uk

2. On receipt of your complaint, we will investigate it thoroughly and if necessary, contact you to seek clarification of any aspect of your complaint which is not clear to us. We aim to let you have a full response within 20 working days after receiving your complaint (or the clarification of any issues arising from it).

20 working days usually equates to 4 weeks but excludes public holidays.

Exceptionally, there may be circumstances where we are not able to let you have a full response within 20 working days (such as the person who was dealing with your matter being off sick or away on holiday) and in that event we will advise you when we expect to be able to give you a full response.

3. If you are not satisfied with the response received, then you should contact us in writing within 10 working days to request a review of our response.

Your request for a review may be addressed to the same person who dealt with the investigation of the complaint, or, if you prefer, may be addressed to our head office:-

Sarah-Jane Featherstone
Director
Beacon Wealth Legal Limited
26 Market Square
St Neots
Cambridgeshire
PE19 2PJ
sfeatherstone@beaconwealth.co.uk

We will then carry out a review of the investigation of your complaint taking into account any additional points which you have raised and aim to write to you with the outcome of that review within 20 working days from receiving your request.

We will not charge you for handling complaints but please note that if we have issued a bill for work done on matters and all or some of the bill is not paid. We may be entitled to charge interest on the amount outstanding. This is explained in our terms of business.

4. If you are not satisfied with the outcome of the review of your complaint, then you are entitled to contact the Legal Ombudsman. The contact details for this are:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Telephone : 0300 555 0333
Website : www.legalombudsman.org.uk
Email : enquiries@legalombudsman.org.uk

The Legal Ombudsman is the independent body established by the Office for Legal Complaints under the Legal Services Act 2007 to deal with complaints against solicitors.

Please note the following important timescales:

- You must register your complaint with us no later than 12 months after the issues you are complaining about occurred. You should give us at least 8 weeks to try to resolve your complaint before referring the matter to the Legal Ombudsman.
- You will need to bring your complaint to the Legal Ombudsman within 6 months of receiving a final response from us about your complaint.

If the Legal Ombudsman is satisfied that the firms proposal for resolving a complaint is reasonable, they may decline to investigate further.

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