



# **ADVOCACY COMPLAINTS** **PROCEDURE**

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## Introduction

1. LPC Law aims to provide outstanding customer satisfaction. We take every complaint seriously and strive to deal with each issue thoroughly and efficiently.
2. If you have any concern with our level of service, the level of our fees or the way in which we have dealt with any matter, it is important that you let us know so that we can review and improve our standards.
3. You can make a complaint through verbal or written means. In the first instance the complaint should be directed to the Advocacy Department (020 7090 1560 or [advocacy@lpc-law.co.uk](mailto:advocacy@lpc-law.co.uk)). Alternatively, a written complaint can be sent to the Advocacy Department, LPC Law, 36 Creek Road, Greenwich, London, SE8 3FN. Please provide clear details of your complaint including your desired remedy.
4. If we have not resolved your complaint within eight weeks, you may be entitled to complain to the Legal Ombudsman (please see paragraphs 12-14 below).
5. Please be aware that you will not be charged for the time spent dealing with your complaint.

## What steps will LPC Law take?

6. In all cases your complaint will be dealt with by an Advocacy Manager (AM) in the first instance.
7. You will be contacted within two working days of receipt of your complaint either responding fully to your complaint or requesting further information. If it has not been possible to resolve the situation within this time, the AM will send you a detailed written response to your complaint, including any suggestions for resolving the matter, within 14 days of acknowledging your complaint.
8. During the investigation, the AM will speak to the relevant advocate and any other persons they deem appropriate, including but not limited to LPC Law employees and court staff. All complaints are logged and notes of conversations are recorded on LPC Law's database.
9. If, for any reason, we are unable to respond fully within 14 days, we will tell you why and when we anticipate replying in full.
10. If you are not satisfied with our response, you will be offered the opportunity of an internal review. This will be undertaken by a Senior Manager of LPC Law.
11. The person dealing with the review will consider all of the concerns raised. We will write to you within 14 days of receiving your request for a review, confirming our final position in relation to your complaint and giving a full explanation of our reasons.

## The Legal Ombudsman

12. If you are unhappy with the outcome at the end of LPC Law's own complaints procedure, you can request the involvement of the Legal Ombudsman:

Address: PO Box 6167  
Slough  
SL1 0EH  
Telephone: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

13. Please note that the service provided by the Legal Ombudsman is only available to certain types of clients (e.g. members of the public, very small businesses, charities, clubs, trusts and personal representatives or beneficiaries of an estate). Further details of those eligible for the service can be found on the Legal Ombudsman's website.
14. Complaints must be made to the Legal Ombudsman within six months of receiving a final written response from us about your complaint and within one year of the act or omission about which you are complaining or from when you should have realised that there was cause for complaint. If your complaint does not meet these time limits the Legal Ombudsman may not be able to investigate it.