

Satisfaction

We are committed to providing high quality legal advice and client care. If you have experienced a problem with the level of service you have received from us then we would like to know about it.

If you have a complaint please contact Jodie Leonard, Director at:

Boyle Tricks Leonard Ltd

133 Armada Way

Plymouth

PL1 1 HX

Tel: 01752 227200

Email: jleonard@btl solicitors.com

Complaints Process

You will receive a letter acknowledging your complaint within three working days or receipt.

Your complaint will be investigated. The member of staff concerned will be consulted and the file for the matter will be reviewed. This will be done within five working days from the acknowledgement of your complaint.

Once the investigation has been completed you will be invited to discuss the issues raised and hopefully resolve the complaint. This will be within fourteen days of acknowledgement of your complaint. Within five working days following this meeting you will receive a letter confirming what was discussed and what solution was agreed.

If you cannot or do not wish to attend a meeting, you will be sent a detailed response which will include a proposed solution.

If you are satisfied with the response then that will be the end of the matter. However, if you are still not satisfied then a different Partner will conduct a further review within fourteen days and you will be written to confirming our final position.

If you are still not satisfied then your complaint can be reviewed by the Legal Ombudsman. You can ask us to refer your matter or you can contact them directly on 0300 555 033 or visit www.legalombudsman.org.uk

Your cause for complaint must have been after October 2010.