

CAMILLA BALDWIN

Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. If you have comments, good or bad, it is important you tell us so that we can continue to refine our service to clients.

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to Camilla Baldwin, the managing partner of the Firm, who will review your matter file and speak to the members of staff who acted for you.
3. Camilla Baldwin will normally then invite you to a meeting to discuss and hopefully resolve your complaint. She will normally do this within fifteen working days of sending you the acknowledgement letter.
4. Within five working days of the meeting, Camilla Baldwin will write to you to confirm what took place and any solutions she has agreed with you.
5. Alternatively, Camilla Baldwin will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within fifteen working days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone else unconnected with the matter at the Firm to review the original decision.
7. We will write to you within fifteen working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can contact:

Legal Ombudsman,
PO Box 6806
Wolverhampton
WV1 9WJ

about your complaint. Any complaint to the Legal Ombudsman must usually be made within twelve months of the date of our final written response on your complaint, or within six years of the act or omission about which you are complaining occurring (or if outside this period, within three years of when you should reasonably have been aware of it).

For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.

If we have to change any of the timescales above, we will let you know and explain why.

Camilla Baldwin is the trading name of Camilla Baldwin Limited, registered in England and Wales with number 07139625 and registered office at 3 Charles Street, London W1J 5DD.

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