



OLS SOLICITORS

Family Law For You

Our Complaints Procedure.

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, please contact our Mr Peter Thomas who is the person responsible for investigating such matters. Formal complaints should be put in writing and addressed to Online Legal Services Solicitors Limited of 2 Harbour Approach, Burry Port, Llanelli, Carmarthenshire SA16 0ER. Alternatively, you may email info@olssolicitors.co.uk If we have to change any of the responsibilities or the timescales set out below we will let you know and explain why.

What will happen next?

1. Within 1 week from receiving your complaint we will send you a letter acknowledging your complaint and asking you to confirm or explain any details.

2. We will then record your complaint in our central register and will investigate your complaint by examining the relevant file.
3. If appropriate we will ask the person dealing with the complaint to discuss and hopefully resolve your complaint. We would hope to be in a position to contact you within 1 month after first receiving your complaint. If you would prefer not to discuss any of the issues over the telephone, Mr Thomas will respond in writing addressing his views on the matter and also dealing with any redress that we would deem to be appropriate.
5. If you are still not satisfied, please let us know and we will arrange to review our decision. This will happen in one of the following ways.
 - Peter Thomas will review his own decision
 - We will arrange for someone in the firm who has not been involved in your complaint to review it.
 - 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 five 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.
7. If you are still not satisfied, you can then contact the Legal Complaints Service at Victoria Court, 8 Dormer Place, Leamington Spa, Warwickshire CV32 5AE about your complaint. Any complaint to the Legal Complaints Service about our service must usually be made within six months of the end of the work we did for you or of you finding out there was a problem. In your complaint is about our conduct, you should contact the Legal Complaints Service within six months of the conduct taking place. For further information, you should contact the Legal Complaints Service (0845 608 6565 or refer to www.legalcomplaints.org.uk.)