



# THE WALKERS PARTNERSHIP

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## Complaints Procedure

2-3 Fish Hill, Royston,  
Hertfordshire SG8 9JY

Phone 01763 241 121  
Email: [info@walkerspartnership.co.uk](mailto:info@walkerspartnership.co.uk)

## Complaints Procedure Notice

- 1) Once we have received details of a complaint, a letter will be sent to you acknowledging the complaint and if necessary a request for an explanation and details as to nature of the complaint. At that time we will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2 days of you making your complaint.
- 2) We will record your complaint in our Central Register and open a separate file for your complaint. We will do this as soon as practicably possible after receiving your complaint.
- 3) We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us by return.
- 4) We will then start to investigate your complaint. This will normally involve the following steps:
  - i) We will pass your complaint to our Client Care Partner, within 3 days
  - ii) He will ask the member of staff who acted to reply to your complaint within 5 days
  - iii) He will then examine their reply and the information in your complaint file and if necessary he may also speak to them. This will take up to three days from receiving their reply and the file.
- 5) The Client Care Partner will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 3 days.
- 6) Within 2 days of the meeting he will write to you to confirm what took place and any solutions he has agreed with you.
- 7) If you do not want a meeting or it is not possible the Client Care Partner will send you a detailed reply to your complaint. This will include his suggestions to resolving the matter. He will do this within 5 days of completing the investigation.

## What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves.

They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint; and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

### Contact details

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9am to 5pm.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ