

Complaints Handling Policy & Procedure – MPB Solicitors

MPB Solicitors Solicitors are committed to providing a high-quality legal service to all our clients.

When something goes wrong, we need to know about it and deal with it promptly and efficiently.

If you have a complaint, please contact the solicitor who has been dealing with your matter. We are happy to deal with your complaint by phone in the first instance, or by email, as you prefer.

If the matter cannot be resolved over the phone or by email, we will provide detailed written reply to the complaint to the client, including suggestions for resolving the matter, within 24 days.

If you are dissatisfied with the answer, within 4 weeks we will arrange a meeting (virtual or in person) with the Principal of the firm Manuel Padilla Behar so that we can discuss your complaint and explore how to resolve it.

After the meeting a written reply to the complaint will then be sent to the client within 14 days.

If the client remains dissatisfied at this, Manuel Padilla Behar will arrange for a review of the decision and will write to the client within 14 days of receiving any request for a review, confirming the final position of the complaint together with an explanation.

In the case we cannot resolved your complaint, you will be able to make a complaint with the Legal Ombudsman.

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:

- 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

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

[tp://www.financial-ombudsman.org.uk/](http://www.financial-ombudsman.org.uk/)

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