

Pearce West Complaints Procedure

1. I aim to provide our clients with an efficient, effective and friendly service, and look to respond to your correspondence/e-mails and phone calls within a maximum of 2 working days - occasionally it may be longer if I am engaged at Tribunal or if we are waiting to hear from the other side to the case.
2. However, if you feel that you are not receiving the expected level of service, or that the personal chemistry is not right, we would rather resolve the matter with you and continue our relationship than lose you as a client.
3. If there is any aspect of our service with which you are unhappy please speak in the first instance with me, Jonathan West, or write to me at our postal address or by e-mail.
4. If you wish to make a formal complaint please can you write to us and:
 - A. Identify the issue that you are dissatisfied about.
 - B. Explain what you would like us to do to remedy it.
 - C. Send us copies of any relevant documents.
5. I aim to acknowledge your complaint within 2 working days. If necessary, I may need to ask you to clarify something in your complaint.
6. Once the information is gathered under (4&5) above, I aim to respond substantively to your complaint within 10 working days.
7. If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ (www.legalombudsman.org.uk) to consider the complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.
8. The Solicitors Regulation Authority can also help you if you are concerned about our behaviour - their website is at www.sra.org.uk
9. Please do speak to me if you have any queries arising on this procedure.

Jonathan West

Pearce West Employment Solicitors