



## How to make a complaint

We are sorry that you are considering making a complaint. In the first instance we encourage you to raise your concerns directly with your Legal Advisor. We find this is generally the quickest and most effective way to resolve your complaint.

If discussing your complaint with your Legal Advisor does not resolve things then you can raise a formal complaint in the following ways:

- By email – [feedback@metamorphlaw.co.uk](mailto:feedback@metamorphlaw.co.uk)
- In writing – to your local office marking it for the attention of the Compliance Department
- By phone – please contact your local office who will request a call back from the Compliance Department

## What to expect

You will receive contact from the person managing your complaint; this will be confirmed in writing or by phone. We will confirm our understanding of your complaint.

Your complaint will be referred to a senior member of the department or office to which your complaint relates. This will be stage one in our process.

At the conclusion of the stage one investigation you will be notified of our findings; this will be confirmed in writing.

If you are unhappy with the response and do not accept the outcome you can request for your complaint to have a second review (stage two of our process). The stage two investigation will be carried out by a member of

the Compliance Department. Upon the conclusion of the second review you will be issued with a final response, concluding the internal process and will set out your options should you remain dissatisfied.

We aim to complete our internal investigation into your complaint within eight weeks. If for an unforeseen reason this is not possible then we will notify you as soon as this becomes apparent and confirm a revised timetable.

*Please note: We may determine, based on the nature of your complaint, to deviate from the process outlined above. If we consider this appropriate we will notify you of the revised process.*

If we are unable to resolve your complaint within eight weeks then you can refer your complaint to the Legal Ombudsman; an independent complaints body who can investigate complaints about the legal service you have received from us. The Legal Ombudsman can investigate complaints:

- Up to six years from the date of the problem happening; or
- Within three years of when you found out about the problem; and
- Within six months of receiving our final response.

### **The Legal Ombudsman details are:**

- [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- 0300 555 0333
- [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- PO Box 6806, Wolverhampton, WV1 9WJ

Alternative complaints bodies such as ADR Group (<http://www.adrgroup.co.uk>) are available however we do not agree to use these services because we consider that the service offered by the Legal Ombudsman is the most appropriate means of resolving matters between us.

If your complaint relates to a breach of the Solicitors Regulation Authority's (SRA) Standards and Regulations (<https://www.sra.org.uk/solicitors/standards-regulations>) and you are not happy with the response following our investigation then you can make a report via the SRA's website (<https://www.sra.org.uk/consumers/problems/report-solicitor>).

This firm is part of the Metamorph Group. Metamorph Group Services Limited will manage this complaints process. Company, regulatory and privacy information is available on the website.

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