

Caytons Complaints Handling Policy

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. If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will involve passing your complaint to our senior partner, John Cayton, who will review your matter and speak to the member of staff who acted for you.
3. John Cayton will then invite you to speak on the telephone or to have a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the telephone conversation or meeting, John Cayton will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a telephone conversation or meeting or it is not possible, John Cayton will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 28 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone else unconnected with the matter at the firm to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If we have to change any of the timescales above, we will let you know and explain why.
9. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must usually be made no later than one year after the end of our work for you or after you finding out there was a problem and no later than six months after you receive our written reply to your complaint or our last contact with you. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.

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Data Processing Notice: www.caytonslaw.com/dataprocessingnotice.pdf

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