

Complaints Procedure

1. Making a complaint

At Metis Law, we aim to provide the highest standards of service. However, there may be occasions when you feel that we have failed to meet your expectations. We want the opportunity to put things right for you as quickly as we can and take steps, where appropriate, to make sure that any mistakes do not happen again.

2. Our internal complaints process

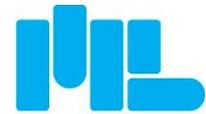
If at anytime you have cause for complaint, the first step is to contact the relevant Fee Earner, either in writing or by telephone. We will acknowledge your complaint within five working days of receipt and will provide a detailed response within 20 working days of the acknowledgement. Some complaints may take longer to process, but we will keep you informed of this, reasons for the delay and revised time scales.

We will aim to resolve your complaint at this stage, and we hope that you will not then need to progress beyond this first step. However, if you remain unhappy, we want you to let us know so that your complaint can proceed quickly to the next stage.

If you remain unhappy with the response provided, you can ask for your complaint to be reviewed by a partner/s. The Partners review will look at any additional concerns you have and a response will be provided using the same timescales as above. We treat complaints seriously, and we expect that this final stage will bring the matter to a satisfactory conclusion.

We appreciate feedback and are committed to resolving all complaints quickly and fairly.

Please note each solicitors firm will have a designated complaints handler whose details may be obtained from the Solicitors Regulation Authority Contact Centre. Tel: 0370 606 2555 or email: contactcentre@sra.org.uk.



If you've complained to us about poor service and you are not satisfied with our response, you should contact the [Legal Ombudsman](#).

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

Contact details

Visit: www.legalombudsman.org.uk

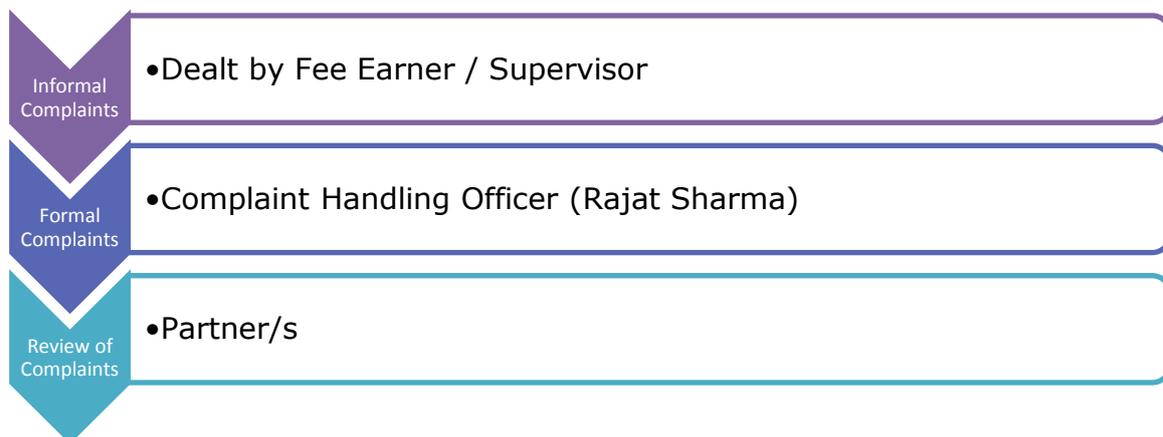
Call: 0300 555 0333 between 9am to 5pm.

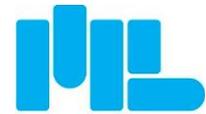
Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ on 0300 555 0333, who can help to resolve your complaint for you.

3. Who will handle your complaint

Depending on the nature of your complaint and who and what it is against, it will be handled as below:





4. Important information on how your complaint will be handled

We aim to follow following process to resolve any complaints against our service;

Flow chart of Complaints Procedure

