



Our Client Care Procedure

If you have a complaint, please contact Kathryn Phillips, our Client Care Partner. You can contact her at:

Switalskis Solicitors LLP
19 Cheapside
Wakefield WF1 2SD

Telephone number: 01924 882000

Email: clientcare@switalskis.com

What will happen next?

1. We will send you a letter acknowledging your complaint and setting out our understanding of the issues you are concerned about. In that letter we will ask you to confirm or otherwise our understanding of the nature of your complaint. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within three working days of our receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will do this within a day of receiving your complaint.
3. We will then start to investigate your complaint. This will normally involve the following steps: The person dealing with your complaint will ask the member of staff who acted for you to provide their response to your complaint. This response will be sent to the person dealing with the complaint within five working days of the complaint being acknowledged. The person dealing with your complaint will then examine information in your complaint file and if necessary he may speak to the member of staff and to that member of staff's Head of Department. This will take up to five days from receiving their reply and the file.
4. We may invite you to meet the member of staff and their head of department to discuss and hopefully resolve your complaint. We will do this within five days of receiving all the details from the member of staff who acted for you.
5. Within two days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you. If you do not want a meeting or we do not feel a meeting is necessary we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. This will happen within five days of us completing our investigation.
6. At this stage, if you are still not satisfied you can contact us again. We will then arrange to review our decision. Our Client Care Partner will review your complaint within ten days and send a detailed reply to your complaint. At this time we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you the name and address of The Legal Complaints Service. If you are still not satisfied you can contact them about your complaint. If we have to change any of the timescales above we will let you know and explain why.