

# COMPLAINTS PROCEDURE

## HOW TO COMPLAIN ABOUT ADVICE AND SERVICE LEVELS

It is extremely rare for the Family Law Clinic Ltd to receive complaints from clients, but when a client is unhappy about the service they have received, and would like us to consider providing them with a part or full refund, this is the procedure to follow. These are the service levels that clients can expect to receive from all lay legal advisers:

- ❖ **Reliability** - Up-to-date, appropriate information and advice
- ❖ **Communication** - Response to all email/phone messages within 24 hour
- ❖ **Efficiency** - Work completed correctly within 7 days
- ❖ **Honesty and integrity\*** - To be invoiced for the correct amount
- ❖ **Professionalism** - courtesy. respect, confidentiality always
- ❖ **Punctuality** - arriving at appointments or Courts in good time & prepared
- ❖ **Performance** - issues promptly processed, addressed & resolved

Being disappointed with the outcome of your case because a judge or tribunal did not give a finding in your favour, because your case did not merit a finding in your favour, due to the individual facts and circumstances of your case, does not necessarily mean that the advice you received was of a poor standard or wrong. Please use this Complaints procedure only if you have evidence that the advice, information or guidance you were provided was incorrect.

### COMPLAINTS

Where clients feel their lay adviser has not met these service levels and are not fully satisfied, please email Head Office by clicking the envelope. The subject of the mail will automatically be set to, 'Service Levels Complaint':

Head Office will acknowledge, process and address complaints within 21 days.

Please use as many pages as you wish to provide full details about your complaint, and to describe where you consider you have not received the correct advice or where the service has been below your reasonable expectations.

Once you have completed your Complaint file, please email it to [familylawclinic@btinternet.com](mailto:familylawclinic@btinternet.com) .