

# Sort Your Life Out NOW

## Complaints 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 let our client care Manager (Kurt Nielsen) know.

You can contact us by e-mail ([info@sortyourlifeoutnow.co.uk](mailto:info@sortyourlifeoutnow.co.uk)), by letter (Hamill House 112-116 Chorley New Road, Bolton, BL1 4DH) by phone (03333 440889), or in person.

### **What will happen next?**

We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally involve passing your complaint to our client care director, Kurt Nielsen who will review your matter file and speak to the member of staff who acted for you.

Kurt Nielsen will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.

Within three days of the meeting, Kurt Nielsen will write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting or it is not possible, Kurt Nielsen will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the firm to review the decision.

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.