

Duval Vassiliades

Complaints Procedure

Any complaint by a client in relation to work undertaken by the firm will be dealt with in the following manner:

1. A detailed memorandum in writing with background to the case and complaint attaching relevant documents relating to the claim and letter of complaint, shall be prepared by the person with day to day conduct of the case.
2. The memorandum and background documents will be discussed by the two partners in a meeting and the validity of the complaint after due consideration, will be dealt with in a further written memorandum by the partner not in charge of the day to day conduct of the case.
3. The further memorandum will be sent to the client together with a letter to the client either upholding or rejecting the complaint with the request (where the complaint is rejected) that a meeting be held thereafter with the client if the client still maintains the complaint to further discuss the matter.
4. The meeting shall be with the case handler and all partners and if the client still maintains its complaint (even if the client declines to meet) the client shall be advised of its rights to refer the matter to the Legal Ombudsman.