

Contact

Our offices are conveniently situated in the heart of legal London, opposite the Royal Courts of Justice and within walking distance of the Old Bailey. Our central location on Essex Street is easily accessed by train, bus and underground services.

Saunders Law Ltd

Essex hall
1-6 Essex Street
LONDON
WC2R 3HY

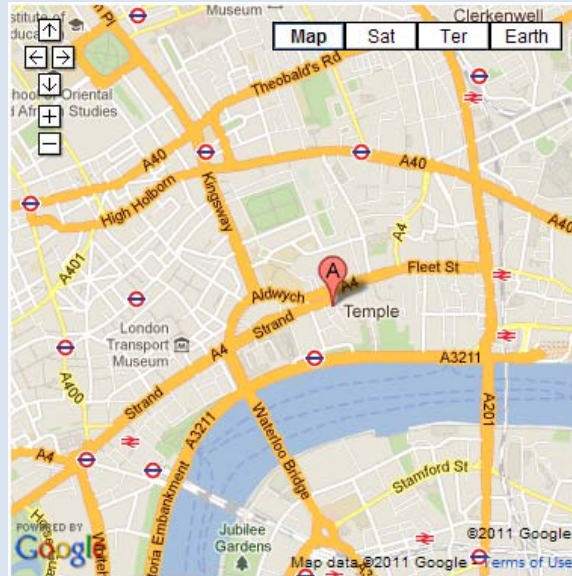
Telephone 020 7632 4300

Facsimile 020 7836 7975

Email complaints@saunders.co.uk

DX 37995 KINGSWAY

Authorised and regulated by the Solicitors
Regulatory Authority.



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Saunders Law
Ltd

Complaints

Procedure

Our Policy

We are committed to providing a quality legal service without compromise to all our clients. If something goes wrong we need you to tell us about it so we can improve our service. If we make a mistake, we want to recognise this and make amends.

Providing excellent client care is vital to our business. All complaints are the responsibility of our Managing Director, presently James Saunders.

If you have a complaint please email him at
complaints@saunders.co.uk

Or write to

Saunders Law Ltd
Essex Hall
1-6 Essex Street
LONDON, WC2R 3HY

Next Step

1. We will contact you within 7 days acknowledging your complaint and, if necessary to fully understand your complaint, asking you to confirm or explain the details set out. We will record your complaint in a central register and open a file for your complaint.
2. We will thoroughly investigate your complaint. This will involve asking the member(s) of staff who acted for you to report, and reviewing the file. We will contact you with a full response to your complaint, including our suggestions for resolving the matter, within 28 days.
3. If practical, we may invite you to a meeting at our office to discuss and hopefully resolve your complaint. Within seven days of such a meeting we will contact you to confirm what took place and any proposed solutions.
4. If you are not satisfied with our reply to your complaint you may contact us again and ask us to review our decision. The review will be undertaken by someone in the firm who has not previously been involved in your complaint. The review will ordinarily take place within 14 days.
5. No complaint will be investigated by a person of whom complaint is made.
6. If following any review you remain dissatisfied you may contact the Legal Ombudsman at

Legal Ombudsman

PO Box 15870
Birmingham
B30 9EB

Telephone 0300 555 0333

Email

enquiries@legalombudsman.org.uk