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**Customer Complaints Policy**

**1. Overview**

1.1 We welcome all feedback from our clients and although we hope that our customers won’t have cause for complaint we do understand that at times you may wish to contact us to discuss concerns that you may have about our services.

1.2 This policy sets out how you can contact us to make a complaint and how we will deal with any complaint you make.

**2. How to make a complaint**

2.1 First Family Law Ltd is operated by Neil Andrews Mckenzie Friendand you can see details of how to contact us below:

2.2 Person responsible for handling complaints: Neil Andrews

2.3 Complaints should in the first instance be sent to the following email address: ***info@firstfamilylaw.co.uk***

**3. When to contact us**

3.1 A complaint can cover any element of the services that we provide; however:-

3.2 First Family Law are not responsible for the outcome of your case. As is made clear in our terms and conditions you remain a litigant in person whilst using our services which are advisory only. Any decisions made as to how to handle your case are a matter for you alone to decide upon. In particular you will be aware that no advice given by First Family Law is to be considered as formal legal advice, and that you were advised to seek legal advice if you were unsure of your legal position as part of the terms and conditions signed.

3.3 You must have paid for and used our services in order to make a complaint about those services.

**4. What information to provide in relation to a complaint**

Please provide as much information as possible when making a complaint and in particular:

4.1 Your name, address, telephone number and email address together with details of the method that you would be preferred to be contacted by to discuss your complaint;

4.2 Details of the service(s)that you are complaining about with details of the timeframe involved.

4.3 If your complaint relates to a particular member of our staff please provide their name;

4.4 Any documentation that relates to your complaint such as payments made, advice given or documents drafted.

4.5 Any further information in relation to your complaint and details of how you would like to see the complaint resolved.

**5. How we will handle your complaint**

5.1 The process that we follow in handling complaints is set out in the table below:

|  |  |  |
| --- | --- | --- |
| **Person responsible** | **Action** | **Timescale** |
| ***Neil Andrews*** | Acknowledge receipt of complaint | ***[7*** *working days from receipt of complaint****]*** |
| Internal investigation | ***[20*** *working days****]*** |
| Contact customer for further information if required | During the internal investigation or within ***[3*** *working days****]*** afterwards |
| Contact customer to discuss outcome of the investigation, the proposed resolution and confirm in writing. | Within ***[10*** *working days****]*** of the completion of the investigation. |
| Customer | Contact us if you do not agree with the resolution. | Within ***[5*** *working days****]*** of the written confirmation of the outcome of the investigation above. |

5.2 Please note that while we will endeavour to resolve your complaint within the timescales indicated above this might not be possible due to the nature or complexity of your complaint or where we are not able to contact you for further information for example. In these circumstances, we will keep you informed of the timescales we are working to.

**6. Confidentiality and data protection.**

6.1 We will ensure that all complaints are dealt with confidentially and information you provide will only be shared with individuals that we need to discuss your complaint with during the process outlined at 5 above.

6.2 If we would like to share details of your complaint for any other reason (such as staff training) we will ensure the details shared do not identify you.

6.3 Any personal data that we collect during handling your complaint will be held in accordance with the relevant data protection legislation and our privacy policy which can be found [here](https://9ec0a3ab-5f9f-4b95-9150-fe62c949f7a2.usrfiles.com/ugd/9ec0a3_30d6ce2100f843f683025aded369db70.docx).

**7. Complaints via post**

7.1 Complaints are preferred to be received via email at [info@firstfamilylaw.co.uk](mailto:info@firstfamilylaw.co.uk), but may also be sent by post to First Family Law, 43a St Mary’s Road, Market Harborough, Leicestershire, LE16 7DS. Please note that in the event of a complaint via post, all timelines mentioned at point 5 are subject to an increase by at least 5 working days per stage of complaint.

**8. Policy Updates**

8.1 This policy was adopted on ***17.06.24*** Our ***Managing Director*** has overall responsibility for this complaints policy and ensuring that it is regularly reviewed and updated if necessary.