



MPL Legal Services

Complaints Policy

Introduction

MPL Legal Services are committed to providing high-quality legal services to our clients. We recognise that, on occasion, there may be concerns or complaints about our services. This policy outlines our commitment to addressing and resolving complaints in a fair, transparent, and efficient manner.

Scope

This policy applies to all clients or third parties, wanting to make a complaint about MPL Legal Services.

Definition of a Complaint

A complaint is defined as any expression of dissatisfaction by a client or third party regarding the services provided by MPL Legal Services. This could include issues such as poor communication, delays, or other aspects of the legal service that did not meet expectations.

How to Make a Complaint

Clients are encouraged to raise their concerns or complaints as soon as possible.

Complaints can be made verbally or in writing and should be addressed to:

Complaints at MPL Legal Services

The Octagon,

27 Middleborough

Colchester

CO1 1TG

01206 635 252

Complaints@MPLLegal.com

Acknowledgment and Investigation

Upon receipt of a complaint, we will promptly acknowledge it in writing within 7 working days. The acknowledgment will include details of the individual handling the complaint and an estimated timeframe for resolution.

The complaint will then be thoroughly investigated, and the investigator may contact the complainant for additional information if necessary.

Resolution

We will strive to resolve complaints promptly and fairly. The resolution may involve taking corrective action, providing an explanation, or offering an apology. Where appropriate, we will also consider whether any improvements to our systems or processes are necessary to prevent similar issues from arising in the future.

Timescales

We aim to resolve complaints within 8 weeks of receiving them. If the complaint is complex and requires more time for investigation, we will inform the complainant of the reasons for the delay and provide a revised timeframe for resolution.

Escalation

If the complainant remains dissatisfied, they have the right to refer their complaint to the Legal Ombudsman.

The complainant must refer their complaint to the Legal Ombudsman within six months of receiving our final response to their complaint, and no more than one year from the date of act or omission, or no more than one year from when they should reasonably have known there was a cause for complaint.

Complainants should include the following:

The name of their lawyer and our address

The date the complainant told the lawyer about their complaint

Details of the response they had received

Contact details and website of the Legal Ombudsman:

Legal Ombudsman

PO Box 6167

Slough

SL1 0EH

Telephone: 0300 555 0333 between 9 am - 4 pm, Monday to Friday

Email: enquiries@legalombudsman.org.uk

www.legalombudsman.org.uk

The Solicitors Regulation Authority (SRA)

Should a complainant have concerns about our behaviour or professional standards, the Solicitors Regulation Authority (SRA) can investigate serious breaches of the set rules legal entities and authorised persons follow.

This includes concerns such as serious criminal offences, fraud and misconduct. Further information can be found on the SRA's website below;

<https://www.sra.org.uk/>

Should a complaint wish to write to them their address is;

The Cube

199 Wharfside Street

Birmingham

B1 1RN

<i>Version Number</i>	<i>Date Approved</i>	<i>Approved by</i>	<i>Amendment Description</i>
V1	14/05/2024	Andrew Caplan	Document Creation