



COMPLAINTS PROCEDURE INFORMATION FOR CLIENTS

Our Complaints policy

The International Family Law Group LLP complaints procedure is designed to be fair and accessible in resolving any problems. Our aim, as a firm, is to resolve any concerns or complaints expressed by our clients (or others) through discussion and dialogue. Almost all concerns and complaints are resolved satisfactorily in this way.

All our staff are trained to deliver a high standard of client care. If any of our clients express concern about the way a matter is being dealt with, the person responsible for that matter will try and resolve things straight away.

Our complaints procedure

If your concern cannot be resolved by the person you have been dealing with then please contact Sarah Cornes (Client Relationship partner) in writing to The International Family Law Group LLP, Octagon Point, 5 Cheapside, St. Paul's, London, EC2V 6AA or emailing her at sarah.cornes@iflg.uk.com. Alternatively, please contact her secretary, Ingrid Baptiste on 020 3178 5668. If your complaint is against Sarah Cornes, please contact Lucy Loizou at lucy.loizou@iflg.uk.com.

What will happen next?

You can expect to receive an acknowledgment to your complaint within ten working days of contacting us.

We will then start our investigation of your complaint. This may involve one or more of the following:

- Reviewing your file
- Talking to the person who dealt with your matter
- Contacting you to request additional information

We hope to complete our investigation within 8 weeks of the date of your complaint. If your matter is particularly complex, it may take us longer to complete our investigation, but we will always notify you if these circumstances.

When our investigation is complete, we will write to you to notify you of the outcome of our investigation. We hope by this stage your complaint will have been resolved.

You must first give this firm the opportunity to resolve your complaint. If we are unable to do so, you have the right to contact the Legal Ombudsman. If you want to know more about this service, the website can be found at www.legalombudsman.org.uk or telephone 0300 555 0333. You may write to the Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ.

The time limit for clients to complain to the Legal Ombudsman is six months from the completion of this firm's complaints process.

If at any stage in the procedure you need more information about what is going to happen, please contact us and we will clarify matters for you.