

Tim Knight Transport Law Limited

Form TKTL 30 [version 3 – 22.11.19]

Client complaints policy

Our complaints policy

Tim Knight Transport Law Limited is committed to providing a high quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a concern or a complaint that has not been dealt with to your satisfaction by the person handling your case or their supervising partner, please contact us as soon as you are aware of the problem so this can be addressed. You can contact Tim Knight or Andrew Large by post at Salisbury House, London Wall, London, EC2M 5QQ, by e-mail to tim.knight@tktl.co.uk / Andrew.large@tktl.co.uk or by telephone at 020 3745 7951 / 020 3745 7952.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 7 days of our receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care Director, Tim Knight, who will review your matter file and speak to the member of staff who acted for you.
3. Tim Knight will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within 3 days of the meeting, Tim Knight will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Tim Knight will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another suitable person to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If we have to change any of the timescales above, we will let you know and explain why.

We always seek to respect the dignity of clients and treat them in a fair and professional manner but if at any time you are concerned about our behaviour, you can raise your concerns with the Solicitors Regulation Authority.

If you are still not satisfied when you receive confirmation of our final position, you may then be able to contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ, e-mail enquiries@legalombudsman.org.uk or call 0300 555 0333 about your complaint. The Legal Ombudsman has provided further guidance on its service at www.legalombudsman.org.uk.

Any complaint to the Legal Ombudsman must usually be made:

- within 6 months of your receiving a final written response from us regarding your complaint and
- no more than 6 years from the date of the act/omission or no more than 3 years from when you should reasonably have known there was cause for complaint