

Complaints policy

1. If you have any complaint about the way in which your matter has been dealt with, this is the procedure which will be followed.
2. A complaint is an oral or written expression of dissatisfaction which alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience, or detriment.
3. We aim to resolve any complaint you have about the service we have given you as quickly as possible. If you are unable to sort things out with the person who has been dealing with you, please contact our designated Complaints Manager by letter, email or telephone 01524 544162 to look into your complaint for you.
4. Once we have received your complaint, our designated Complaints Manager will write to you within 7 days to explain how your complaint will be investigated if a complete response to your complaint has not been made by that time. You will be told the latest date by which a complete answer will be given to your complaint (this should be not more than 28 days after we received your complaint). If you have made the complaint verbally - either at a meeting or on the telephone - we will set out in our full response our understanding of the nature of your complaint
5. The assessment of the complaint will be based upon a sufficient and fair investigation. We will explain in writing our findings and where the complaint is upheld will offer remedial action or redress. This will be actioned promptly.
6. If you are not satisfied with our handling and/or findings of your complaint, you also have the right to complain to the Legal Ombudsman at the conclusion of the complaints process. There are time limits within which you can complain to the Legal Ombudsman. Contact details for the Legal Ombudsman and details of the time limits for making a complaint can be found at www.legalombudsman.org.uk The Legal Ombudsman's address is PO Box 6806, Wolverhampton WV1 9WJ and their telephone number is 0300 555 0333.
7. Fuse Legal Ltd are a trading name of BMD Law Ltd, who are authorised and regulated by the Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN (the SRA). This means that we are governed by a Code of Conduct and other professional rules, which you can access on the SRA's website (www.sra.org.uk) or by calling 0370 606 2555. Our SRA registration number is 670859. If you believe that we have behaved dishonestly, illegally or in breach of the SRA's principles, you can complain to the SRA using the details provided above.