

# AXIS

PROFESSIONAL

## COMPLAINT HANDLING PROCEDURE

### Our Complaints Policy

We are 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 improve our standards.

### How to Contact Us

If you have a complaint, please contact us with the below details. You can do this by contacting our office:

Axis Professional Services Limited  
Suite 21 Edwin Foden Business Centre  
Moss Lane  
SANDBACH  
CW11 3AE

**Telephone:** 01270 696780

**Email:** richard.antipas@axisprofessional.co.uk

### What Will Happen Next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing our complaints procedure. This may be done by post or email.

2. We will then investigate your complaint. This will involve passing your complaint to our Director, Richard Antipas, who will review your matter file and speak to the member of staff who acted for you and any staff involved with the handling of your matter.

3. Mr Antipas may then invite you to a meeting or telephone conference to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.

4. Within three days of the meeting, Mr Antipas 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, Mr Antipas 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 and we will arrange for another Director – Mr Michael Devlin to review the decision.

7. We will then 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 you are still not satisfied you can contact the Legal Ombudsman about your complaint at:-

### Legal Ombudsman

PO Box 6806  
WOLVERHAMPTON  
WV1 9WJ

Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information you should contact the Legal Ombudsman on Tel: 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

If for any reason we need to change any of the timescales given above we will let you know and explain why.

[www.axisprofessional.co.uk](http://www.axisprofessional.co.uk)