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EMD Law Solicitors Limited's Complaints Procedure

This complaints procedure is exclusively for the use of our clients.

We are committed to providing a high-quality legal service to our clients. When something goes wrong, we need you to tell us about it. Client satisfaction is a priority for us, and we want the service you receive to reflect this. By raising your concerns where you feel our service has fallen short of this objective, it will help us to improve our standards for both you and our future clients.

Making a complaint:

So that we can best handle and investigate your complaint, we ask that our clients include the following information in their complaint:

- 1) The matter you are complaining about, including, if possible, your reference number;
- 2) Who and/or what you are complaining about;
- 3) Details of how the complaint has arisen, including any timeline as may be relevant; and
- 4) Any other information which you believe may be relevant in assisting us in investigating your complaint.

Your complaint should be made in writing to Catherine Dumbleton-Moore. Catherine is the firm's Managing Partner and is responsible for investigating and responding to complaints. Should your complaint be with regards to Catherine, another partner of the firm or senior member of staff will investigate the complaint. Complaints can be made to Catherine by email at cdm@emdlaw.co.uk or can be sent to us by post at: *EMD Law Solicitors Limited, Rose Cottage, 4 Lime Terrace, High Street, Staplehurst, Kent, TN12 0AP.*

The Legal Ombudsman has provided a template letter which may be of assistance in raising your complaint. The template letter can be found here, in section 1 entitled "Complain to your legal service provider": <https://www.legalombudsman.org.uk/how-to-complain/>.

What happens once we have received your complaint:

Once we have received your complaint we will acknowledge receipt within **2 working days**.

The Legal Ombudsman allows us a period of **eight weeks** from receipt of your complaint to try and resolve matters with you. Following receipt of your complaint we will investigate your complaint as follows:

- 1) The complaint handler (usually Catherine Dumbleton-Moore) or whomever may be their replacement in such circumstances where the complaints handler is unable to properly review any such complaint, will investigate the file and review correspondence and other relevant documents as part of their investigation.
- 2) Shall discuss the complaint with the person/people to have handled the matter to which the complaint relates.
- 3) May invite you to discuss the complaint by telephone or in a meeting.
- 4) Shall review the merits of the complaint itself.
- 5) Shall review the complaint in conjunction with the guidance provided by the Legal Ombudsman in their Revision to Scheme Rules April 2023, including those relevant limitation periods and criteria set out therein.

We will provide you with our findings by email. Where the complainant is someone who does not use email, the findings will be given in the usual method of communication, typically this will be by letter.

If we agree with you and find the service you received was not as we would have expected, we will work with you to try and find a way to resolve your complaint. If we do not make a finding of poor service, we will let you know the reasons why.

If you disagree with our findings:

Upon providing you with our findings, if you are still not happy, we will:

- 1) Refer this to another member of staff of equal or, if possible, more seniority;
- 2) This member of staff will review the complaint, the findings of the initial complaints handler, and the file;
- 3) They will provide their findings, in relation to the complaint, in writing and their response will form our final response.

Should you still not be happy with the responses received, you should now make your complaint to the Legal Ombudsman. Their details can be found below.

Why you can complain:

You can complain to us at any time regarding the service you have received or any other concerns you may have.

You can complain to the Legal Ombudsman when you are unhappy with the service you have received, and you are unhappy with our final response to your complaint.

Limitation period(s) regarding complaints:

Upon receipt of your complaint, we have eight weeks to respond to the complaint to your satisfaction before the Legal Ombudsman can become involved. If you remain dissatisfied with our response, you must refer the complaint to the Legal Ombudsman within:

- 1) Six months of the date of our final written response to your complaint; or

- 2) One year from the date of the act or omission being complained about; or
- 3) One year from the date when you ought to have reasonably known that there was cause for complaint.

The Legal Ombudsman can, with discretion, extend the one-year time limit if, on the evidence, it is fair and reasonable to do so.

Contacting the Legal Ombudsman:

To make a complaint to the Legal Ombudsman, it is typical that you do so online, using their online complaints tool:

<https://www.legalombudsman.org.uk/make-a-complaint/>

Optionally, should you not be able to complete the online form, you can download a copy of the complaint form which should be returned to the Legal Ombudsman by:

- 1) Post to: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH
- 2) Email to: enquiries@legalombudsman.org.uk

You can also contact the Legal Ombudsman by:

- 1) Telephone: 0300 555 0333
- 2) Website: www.legalombudsman.org.uk

12 June 2026

Reviewed by Bradley Lynam