

COMPLAINTS PROCEDURE

LWM LAW always strive to provide an attentive, efficient and professional service to all our clients. In the unlikely event of a problem arising or you being dissatisfied with the service provided and you would like to make a complaint, please contact the Lee Magner who will be happy to discuss any issues with you and take the opportunity to resolve the matter.

We will acknowledge your complaint and carry out an investigation. After the complaint has been assessed we will provide a final written response to you within 8 weeks of receipt of your complaint.

This will provide details of the investigation conducted, relevant facts/findings, whether your complaint was upheld or not, and details of any resolution.

If a resolution or conclusion has not been reached within 8 weeks, an update letter will be provided giving an indication of how much further time is required and why.

If you are still not satisfied once your complaint has been investigated and we have provided you with our final written response, you may escalate your complaint to the Legal Services Regulatory Authority at info@lsra.gi who will investigate the complaint in accordance with the Legal Services Act 2017.