
















We can offer legal advice on the following:

-  Wills, Probate & Trusts
-  Inheritance Claims
-  Commercial Property
-  Residential Conveyancing
-  Company/Commercial
-  Landlord & Tenant
-  Debt Collection
-  Business
-  Employment
-  Personal Injury
-  Motoring
-  Crime
-  Building/Property/Boundary Disputes
-  Partnership Disputes
-  Family

A Guide to Our Complaints Procedure



Northwich office

2 Castle Street
Northwich
Cheshire
CW8 1AB

Tel: 01606 74301
Fax: 01606 871034

reception@mosshaselhurst.co.uk

Winsford office

Grange House
5 Grange Lane
Winsford
CW7 2DH

Tel: 01606 592159
Fax: 01606 861381

enquiries@mosshaselhurst.co.uk

www.mosshaselhurst.co.uk



Are you satisfied with our service?

As part of our commitment to improving our service we ask clients to leave feedback on SolicitorsReview online or to complete a paper questionnaire so that they can let us know where they feel we could improve our service.

We do not receive many complaints - but we are not perfect!

If you are dissatisfied with our service, what should you do?

- Tell us if you feel you are not receiving the service you had hoped for. We want to know if you are dissatisfied and we want to put the matter right for you quickly. Please mention it first to the person representing you who will look into it promptly and thoroughly and try to resolve the matter.
- If you are still unhappy then it will help if you put your concerns in writing and keep a copy. The person dealing with your matter will then record the matter as a complaint, investigate the problem and prepare a detailed written response to your concerns as quickly as possible but in any event within 21 working days of receiving your written complaint. They may propose appropriate remedial action to try and rectify the problem.
- Should you then feel that your complaint has still not been dealt with to your satisfaction the matter will be referred to the Head of Department or Managing Director as appropriate. He/She will review your matter and contact you to discuss your concerns and may propose some further remedial action to try and rectify the problem. This will be confirmed in writing within 21 days of the referral to him/her.

We will of course deal with any complaints or concerns at no extra cost to you.

It is our aim to provide a full written response to each complaint or referral as quickly as possible in any event .

If you remain dissatisfied at the end of our complaints process, you would then be at liberty to contact the Legal Ombudsman, whose details are as follows:-

Address: Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Telephone: 0300 555 0333

E-mail: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

The Legal Ombudsman is the Statutory Body to whom you may refer your complaint, once we have concluded our professional obligation to try to resolve it.

The time limit for you to make a complaint to the Legal Ombudsman is six months from our final complaint response.

Alternative complaints bodies (such as Pro Mediate UK Limited - www.promediate.co.uk) exist which are competent to deal with complaints about legal services should both you and this firm wish to use such a scheme.

