



CHARLES A MARSHALL  
LAWYERS LIMITED

# Complaints Policy

April 2026

## **1 Introduction**

- 1.1 We are committed to providing a high quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right so if something has gone wrong, including in relation to the bill, we need you to tell us.

## **2 How do I make a complaint?**

- 2.1 You can contact us in writing (by letter or email) or by speaking with our Client Care Manager, whose contact details are: Mrs Julia Rutter, Client Care Manager, Charles A Marshall Lawyers Limited, Office 17A, Blackpool Technology Centre, Faraday Way, Blackpool, FY3 0JW. Telephone 01253 85982. Email [Julia.rutter@charlesamarshall.com](mailto:Julia.rutter@charlesamarshall.com)
- 2.2 To help us to understand your complaint, and in order that we do not miss anything, please tell us:
- 2.2.1 your full name and contact details
  - 2.2.2 what you think we have got wrong
  - 2.2.3 what you hope to achieve as a result of your complaint, and
  - 2.2.4 your file reference number (if you have it)
- 2.3 If you require any help in making your complaint we will try to help you.

## **3 How will you deal with my complaint?**

- 3.1 We will write to you within 3 working days acknowledging your complaint, enclosing a copy of this policy.
- 3.2 We will investigate your complaint. This will usually involve:
- 3.2.1 reviewing your complaint
  - 3.2.2 reviewing your file(s) and other relevant documents, and
  - 3.2.3 speaking with the person who dealt with your matter
- 3.3 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.
- 3.4 We will update you on the progress of your complaint at appropriate times.

3.5 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.

3.6 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 28 days of receiving your complaint.

3.7 If we have to change any of the timescales we will let you know and explain why.

#### **4 What if I am not satisfied with the outcome?**

4.1 If you are unhappy with the outcome of our complaints handling procedure please first let us know and we will review the matter. We ask that if you want this review carried out you let us know within 2 weeks. Any review will be carried out by another Senior Member of the Management Team and the result of this review will be notified to you within 14 days of receiving your request for the review.

4.2 If we have not dealt with your complaint within 8 weeks you can contact our Regulator, CILEx Regulation or the Legal Ombudsman whose details are set out below.

4.3 You must usually refer your complaint within six months of our final written response to your complaint and within one year of the act or omission about which you are complaining occurring, or within one year of you becoming aware of it, whichever is the greater.

4.4 The 6 month time limit detailed in 4.3 above may not apply if our final response to you does not include (i) an explanation that the Legal Ombudsman is available if you remain dissatisfied; (ii) full contact details for the Legal Ombudsman; and (iii) a warning that your complaint must be referred to the Legal Ombudsman within 6 months of the date of our written response.

#### **5 CILEx Regulation**

5.1 CILEx Regulation deals with complaints made by anyone about the conduct of CILEx Member, CILEx Practitioners and CILEx Authorised Entities that they regulate. As Charles A Marshall Lawyers Limited is a law firm regulated by CILEX Regulation and the Approved Manager is a CILEx Practitioner then this firm falls under this remit.

- 5.2 Should you wish to complain to CILEx Regulation then their contact details are :
- 5.2.1 Website : <https://cilexregulation.org.uk>
  - 5.2.2 Telephone: 01234 845770;
  - 5.2.3 Email: [info@cilexregulation.org.uk](mailto:info@cilexregulation.org.uk)
  - 5.2.4 Registered office: Room 301, Endeavour House, Wrest Park, Silsoe, Bedford, MK45 4HS. CILEx Regulation request no postal submissions please.
- 5.3 CILEx Regulation will aim to deal with a report of misconduct as soon as possible however, this may take up to 6 months unless the matter is complex, in which case it may take longer. CILEx will provide you with an indication of timescales and provide notification should this anticipated timescale change.
- 5.4 In accordance with Principle 5 of the CILEx Code of Conduct, CILEx Regulation:
- 5.4.1 May seek access to your papers and that, in these circumstances, we will grant CILEx Regulation access to your papers unless you object; and
  - 5.4.2 Administers a consumer feedback programme and that your comments are welcomed electronically, verbally or by post.

## **6 The Legal Service Ombudsman**

- 6.1 If you are still unhappy you can ask The Legal Ombudsman to look into your complaint. The Legal Ombudsman investigates complaints about service issues with Lawyers. You can contact the Legal Ombudsman:
- 6.1.1 by post at PO Box 6167, Slough, SL1 0EH
  - 6.1.2 by telephone: 0300 555 0333, or
  - 6.1.3 by email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- 6.2 Further details are available on the website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). Please note that The Legal Ombudsman can only consider complaints from individuals or small companies, charities, clubs or trusts.

## **7 What will it cost?**

- 7.1 We will not charge you for handling your complaint.

7.2 Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

7.3 The Legal Ombudsman service is free of charge.

## **8 Alternative Dispute Resolution (ADR)**

8.1 Alternative Dispute Resolution (ADR) bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. Currently we do not agree to using an ADR scheme as we believe our own inhouse investigation supported where necessary by that provided by the Legal Ombudsman and CILEx Regulation is sufficient. A list of the various existing bodies can be found at <https://www.tradingstandards.uk/consumer-help/adr-approved-bodies/>