

Globe Wareing Cropper

Incorporating Michael A Globe & Co, Wareing
Cropper Son & Co and J H Sunter Brydon & Bligh

Solicitors

Partners:

Michael A. Globe LL.B (Hons)
David C. Globe, Dip.Law ACII
Chartered Insurance Practitioner

Our Ref: _____

Your Ref: _____

Conveyancing Manager:

Sharon Foy Dip.DEA

Consultants:

Colette M. Crowley LLB (Hons)
Julian Lander (non practising)

At the outset of any matter, when confirming the initial instructions, the client is told the name of the person with whom to raise any problems. This is always initially the fee earner dealing with the file.

- **Mr David Globe** is to be contacted if this does not resolve the problem. If the complaint is from one of Mr Globe's clients, the matter must be dealt with by Mr Michael Globe.
- The Client is to be invited to put details of their complaint in writing.
- The fee earner must acknowledge the complaint within **48 hours** of receipt of the same.
- The fee earner should then provide a detailed response to the complaint (either orally or in writing as appropriate) within **5 working days** of the sending the acknowledgement
- If the client is satisfied, this is noted on the file
- If the client remains dissatisfied, Mr David or Mr Michael Globe if appropriate must be informed and given the details of the complaint together with a summary of the action that has been taken by the fee earner.
- Mr David or Mr Michael Globe will then review the matter and respond to the client (either orally or in writing as appropriate) within **5 working days** of being notified that the client remains dissatisfied
- If a client remains dissatisfied after exhausting the internal procedure, he or she should be referred to the **Legal Ombudsman**, PO Box 6806 Wolverhampton WV1 9WJ. Telephone No: 0300 555 0333.

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