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topping  
GROUP

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life-changing events

## NWL Complaints Procedure



## Northwest Law Services Ltd Complaints Procedure

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact Julia Williams (Office Manager) or Adrian Maguinness (Frenkel Topping Group (FTG) Senior Compliance & Risk Officer).

Suite C2c  
The Quadrant  
Mercury Court  
Sealand Road, Chester  
CH1 4QR  
Phone 01244 317543

Complaints should be made as soon as possible; we then have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Costs Lawyer Standards Board or Legal Ombudsman, if your complaint is regarding a regulated Costs Lawyer.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 5 working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to FTG Compliance, who will review your file and speak to the member of staff who acted for you.
3. We will investigate your complaint and draft a final response within 8 weeks.
4. If you are still not satisfied, or the complaint has not been resolved within the designated 8-week period, you have the right to refer a service complaint to the Legal Ombudsman, the independent body for complaints concerning Costs Lawyers. Such a referral must be made within 6 months from the date of our last response.

Contacting the Legal Ombudsman:

Phone: 0300 555 0333

Email: [service.complaints@legalombudsman.org.uk](mailto:service.complaints@legalombudsman.org.uk)

Post: Operational Support Team, Legal Ombudsman, PO Box 6168, Slough, SL1 0EL

A complaint must be referred to the Legal Ombudsman:

Within six months of our final response to the complaint and not later than:

- One year from the date of the act or omission being complained about or
- One year from the date when the complainant should have realised that there was cause for complaint

Both periods can be extended in exceptional circumstances.

If you are still not satisfied, or the complaint has not been resolved within the designated 8-week period, you have the right to refer a conduct complaint to the CLSB. In the case of a conduct complaint, a referral to the CLSB must be made;

- Within 12 months from the date on which the issue giving rise to the complaint occurred, or
- Within 12 months from the date on which you first became aware that you had grounds for complaint.

Contacting the CLSB:

Phone: 0161 956 8969

Email: [enquiries@clsb.info](mailto:enquiries@clsb.info)

Post: Costs Lawyer Standards Board, PO Box 4336, Manchester, M61 0BW

Upon the exhaustion of our complaint process, you do have the right to escalate your complaint to an approved Alternative Dispute Resolution (ADR) body under the Alternative Dispute Resolution for Consumer Dispute Regulations 2015.

<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=EN>

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