



TANTRWM LIMITED
Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality 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 us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint.
3. This may involve passing your complaint to a client care partner, , who will review your matter file and speak to the member of staff who acted for you.
4. S/he may then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
5. Within three days of the meeting, we will write to you to confirm what took place and any solutions that were agreed with you.
6. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
7. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter to review the decision ...or... appropriate alternative such as review by a mediation to review the decision.
8. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

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