



Complaints Handling Policy

We are committed to providing a high-quality service to all our customers. 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 at :
getintouch@northernartsfactory.co.uk

11 Beech Avenue
Horsforth
Leeds
LS18 4PA

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

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. This will normally involve passing your complaint to our director Sally Harington or Anne Keighley, who will review your matter file and speak to the member of staff concerned.
3. Sally Harington or Anne Keighley will then invite you to a meeting to discuss and hopefully resolve your complaint. They will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Sally Harington or Anne Keighley will write to you to confirm what took place and any solutions they have agreed with you.
5. If you do not want a meeting or it is not possible, Sally Harington or Anne Keighley will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Sally Harington or Anne Keighley to review their decision.
7. 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.
8. At this stage, if you are still not satisfied, you should contact us again and we will arrange appropriate alternative such as review by another local solicitor or mediation to review the decision.