

# NOT BEYOND REDEMPTION

## Complaints Handling Policy

### Our complaints policy

We are committed to providing a high-quality legal service to all our service users. If you have comments, good or bad, it is important you tell us so that we can continue to refine our service.

If you have a complaint, please contact Miriam Gitlin on 0208 050 7562 or at [miriam@notbeyondredemption.co.uk](mailto:miriam@notbeyondredemption.co.uk) with the details.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five 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 Bruce Mauleverer QC, the chair of the trustee board at Not Beyond Redemption, who will review your matter file and speak to the members of the team who acted for you. He may appoint another trustee to assist him in dealing with the complaint.
3. Bruce Mauleverer will normally then invite you to a meeting to discuss and hopefully resolve your complaint. He will normally do this within fifteen working days of sending you the acknowledgement letter.
4. Within five working days of the meeting, Bruce Mauleverer will write to you to confirm what took place and any solutions he has agreed with you.
5. Alternatively, Bruce Mauleverer will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within fifteen working days of sending you the acknowledgement letter.
6. If you are still not satisfied, you can contact:

Legal Ombudsman,  
PO Box 6806  
Wolverhampton  
WV1 9WJ

about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint, and within six years of the act or omission about which you are complaining occurring (or if outside this period, within three years of when you should reasonably have been aware of it).

For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

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

Not Beyond Redemption is a registered charity number 1192232 with company number 12376491 with registered office at 4-5 Gough Square, London EC4A 3DE .