



Assist Law

Protecting your world

Complaints Procedure

If you are unhappy with any aspect of the service we have provided, then the simplest and quickest way to express your concern is to contact us. Our complaints procedure has three stages as detailed below.

Stage 1

The first stage is to telephone or write to our Customer Support Team as soon as possible who will seek to reach an amicable resolution for you. Your complaint will be acknowledged within 48 hours and a full response issued within 7 working days from the date of this acknowledgement. If they are unable to provide a response within 7 working days, they will let you know and keep you informed of the progress.

Stage 2

If you are not happy with the outcome and you feel your complaint has not been satisfactorily resolved then tell the person you have been dealing with and they'll ask for a Manager to review your concerns. You will be notified of who will be dealing with your matter within 48 hours and you will receive a full or interim response from them within 14 working days from the date of this acknowledgement.

Stage 3

If the Manager fails to deal with your complaint to your satisfaction, then please let them know and they will pass your complaint to a senior Manager who will reinvestigate your concerns. You will receive acknowledgement within 48 hours and a final response on behalf of Assist Law will be issued within 21 working days from the date of our acknowledgement.

Contact Details:

Please call us Freephone on 08000 978012 to speak directly with our Customer Support Team or if you would prefer to put your complaint in writing, please address this to Assist Law Ltd Crown House, 1 Stafford place, Weston-Super-Mare, BS23 2QZ or email at customercare@assistlaw.co.uk. If you do choose to write, it would help us to direct your complaint quickly if your letter is clearly marked as a complaint.

We appreciate customer feedback as it provides an opportunity for us to put things right and enables us to improve our service for all our customers in the future.

All of the above does not affect your statutory right to other forms of redress.