

Transition Law

Client Complaints Procedure

Version 1.0 — October 2026

1. Our Commitment

Transition Law is committed to providing professional legal services with care, integrity and competence.

We recognise that concerns or disagreements may occasionally arise. Where they do, we will address them fairly, promptly and constructively.

Clients may raise a complaint about our professional conduct, advice, services or charges without incurring any fee for the handling of their complaint.

We will not disadvantage a client for making a complaint in good faith.

2. How to Make a Complaint

We encourage clients to tell us promptly if something has gone wrong. Many concerns can be resolved informally through discussion.

Where a client wishes to make a formal complaint, they may contact:

Head of Practice — Transition Law

Email: office@transitionlaw.com

Telephone: 0330 2233 506

Post: Law Chambers MV-036, The Exchange, 73 Barton Street, Tewkesbury, GL20 5PY

Please explain the nature of the concern and, where possible, the outcome sought. We will not reject a complaint merely because it has not been presented in a particular format.

3. Acknowledgement

We will normally acknowledge a formal complaint within **three working days** of receipt.

Our acknowledgement will confirm that the complaint is being considered and, where appropriate, identify any further information required.

4. Investigation and Response

We will review the complaint objectively, examine relevant correspondence and records, and consider any explanation or supporting information supplied.

We aim to provide a substantive written response within **fifteen working days** of receiving the complaint.

Where a complaint is unusually complex or further enquiries are necessary, we will explain the reason for any delay and provide a revised anticipated response date.

Our response will explain our findings, the reasons for our conclusions and any proposed action.

5. Resolving Complaints

Where a complaint is justified, we will consider appropriate corrective action, which may include:

- Providing a further explanation or correcting inaccurate information.
- Completing or revising work where appropriate.
- Offering an apology.
- Reviewing or reducing fees where justified.
- Taking other reasonable steps to address the consequences of an identified failure.

Any proposed resolution will take account of the circumstances of the complaint and applicable legal obligations.

6. Reconsideration

If a client remains dissatisfied with our response, they may request reconsideration, explaining which aspects of the decision they dispute.

Where appropriate and practicable, the complaint will be reviewed by the other partner or by someone who was not principally responsible for the matter complained about.

We will normally acknowledge a request for reconsideration within three working days and aim to provide a further written response within fifteen working days.

Where an independent internal review is not practicable, we will explain that limitation rather than imply that the review is independent.

7. External Rights and Remedies

Transition Law is an independent paralegal law practice and is not regulated by the Solicitors Regulation Authority.

Our internal complaints procedure is not a statutory ombudsman scheme or an independent regulatory complaints service.

Clients do not automatically have access to the Legal Ombudsman merely because they have instructed Transition Law. Any entitlement to an external complaints scheme depends on the applicable legal and regulatory arrangements.

Nothing in this procedure restricts a client's legal rights, including any right to seek independent advice, pursue an available legal remedy or contact an appropriate authority.

8. Confidentiality and Records

We will handle complaints discreetly and process relevant personal information in accordance with our Privacy Notice and applicable data protection legislation.

We will maintain appropriate records of complaints, investigations, outcomes and any corrective action, subject to our records retention arrangements.

9. Review

This procedure will be reviewed at least annually and updated where necessary.

It should be read alongside Transition Law's Professional Code of Conduct and Ethics and Terms of Business.

Transition Law

Mr Harold Robert Linford and Mrs Jennifer Jane Linford trading as Transition Law

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