



PLAYFUL DOSES DRAMA CIC
Complaints Procedure

PLAYFUL DOSES DRAMA CIC Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality legal 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. 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 client care partners, Sandy Beech or Leia Licorish, who will review your matter file and speak to the member of staff who acted for you.
3. A Director 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, A Director 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, a director 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. If you are still not satisfied, you can then contact the

Legal Ombudsman,
PO Box 6806,
Wolverhampton
WV1 9WJ

about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of 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.

This policy is reviewed every year. This policy was adopted by PLAYFUL DOSES DRAMA CIC on 27th January 2024

Last reviewed 29th January 2026 by all the company directors of PLAYFUL DOSES DRAMA CIC

Signed Senior Director: Sandy Beech