



Supercard 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 at care@supercardblack.com 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 Ombudsman Services.

What will happen next?

1. We will send you an email response 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 Head Office who will review your matter file and speak to the member of staff who acted for you.
3. We will send you a detailed reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement email.
4. Following your response and the resolution of any further issues we will confirm our final position on your complaint and explain our reasons.