

# Complaints Procedure

## Our complaints policy

We are committed to providing a high-quality legal service and to deal with all of our clients fairly. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

This procedure is intended for clients of this firm. If you are not a client but wish to make a complaint, we will investigate and provide you with a response. However, use of this procedure in those circumstances is at our discretion.

## How do I make a complaint?

Please send us your complaint in writing i.e. by letter or email.

To help us understand your complaint and to ensure that we do not miss anything, please include the following information:

- Your full name and contact details;
- What has gone wrong;
- Any evidence you have to support your complaint;
- What you hope to achieve as a result of your complaint; and
- Your file reference number (you will find this on all correspondence you receive).

## What will happen next?

Within three working days we will send you a letter acknowledging your complaint and enclosing a copy of this procedure.

We will then investigate your complaint. This will usually involve passing your complaint to the relevant partner who is supervising your matter. They will review the relevant file and speak to the person who dealt with your matter. We may need to ask you for more information or documents and, if so, we will ask you to provide those within a specific time. If the complaint involves the supervising partner they will refer it to another partner and will confirm to you the identity of the person dealing with your complaint.

We will write to you by letter or email at the end of our investigation to tell you what we have done and what we propose to do. Where possible, we will aim to do this within 28 days of the date of our letter to email acknowledging your complaint.

If we have to change any of the timescales set out in this procedure, we will let you now and explain why.

Please note that the Legal Ombudsman allows us 8 weeks to try and resolve your complaint.

### **What if I am not satisfied with the outcome?**

If you are not satisfied with our response to your complaint, you can contact the Legal Ombudsman about your complaint. They can be contacted by post, telephone or email

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

Telephone: 0300 555 0333

E-mail: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

For minicom call: 0300 555 1777

Any complaint to the Legal Ombudsman about our service must usually be made within six months of the date of our final written response to your complaint and within six years of the act or omission about which you are complaining (or within three years of you becoming aware of it). Further details are available on the Legal Ombudsman's website [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

### **What will it cost?**

We will not charge you for handling your complaint.

Please note that, where we have issued an invoice for work carried out on your matter and some of the invoice is unpaid, we may be entitled to charge interest on the outstanding amount.

The Legal Ombudsman service is free of charge.

### **What to do if you are unhappy with our behaviour**

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority at [www.sra.org.uk](http://www.sra.org.uk) .