

## COMPLAINTS & POLICY PROCEEDURE

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 so that we can resolve the problem. This will help us maintain our high standards.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, then please contact Mr. Williams, our Client Care partner. Making a complaint will not affect how we handle your case.

If we have to change any of the responsibilities or the timescales set out below we will inform you and explain why.

### Procedure

1. Within three working days, we will send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at that stage. We will also inform you of the name of the person who will be dealing with your complaint.
2. We will record your complaint in our Central Register. We will investigate your complaint by examining the relevant file.
3. If appropriate, we will then invite you to meet Mr. Williams to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 14 days after first receiving your complaint. If you would prefer not to meet or if we cannot arrange this with the agreeable timescale, we shall write fully to you setting out our views on the situation and any redress that we feel may be appropriate.
4. Within 3 working days of any meeting, we will write to you to confirm what took place and any actions/steps that we have agreed with you.
5. At this stage, if you are still not satisfied please let us know. We will then arrange to review our decision. We will generally aim to do this within 10 working days. This will happen in one of the following ways;
  - Mr. Williams will review his own decision.
  - We will arrange for someone in the firm who has not been involved in your complaint to review it.
  - We will ask our Local Law Society to review your complaint. We will let you know how long this process will take.
  - We will invite you to agree to independent mediation. We will let you know how long this process will take.

6. We will let you know the result of the review within 5 working days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
7. If you are still not satisfied, The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you may take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint

and

- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9.00 to 17.00.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

8. 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](http://www.sra.org.uk/consumers/problems/report-solicitor/).  
[www.sra.org.uk/consumers/problems/report-solicitor/](http://www.sra.org.uk/consumers/problems/report-solicitor/)