

COMPLAINTS PROCESS

We want to give you the best possible service.

However, if at any point you become unhappy or concerned about the service we have provided, please inform us immediately so that we can do our best to resolve the problem.

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 issues at this stage. If you would like to make a formal complaint, please refer to our full complaints procedure below.

Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could include issues such as dishonesty, taking or losing your money, or treating you unfairly because of your age, disability, or other protected characteristic.

You can raise your concerns with the Solicitors Regulation Authority at:

www.sra.org.uk/consumers/problems/report-solicitor.page

WHAT TO DO IF WE CANNOT RESOLVE YOUR COMPLAINT

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently, but 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 must take your complaint to the Legal Ombudsman:

- Within 6 months of receiving a final response to your complaint
- AND
- The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern.

For more information, please contact the Legal Ombudsman:

- Website: www.legalombudsman.org.uk
- Call: 0300 555 0333 (between 9.00 a.m. and 5.00 p.m.)
- Email: enquiries@legalombudsman.org.uk
- Address:
Legal Ombudsman,
PO BOX 6167,
Slough,
SL1 0EH

COMPLAINTS PROCEDURE

We are committed to providing a quality legal service to all our clients. Consequently, it is essential, when something goes wrong or any client believes they have reason to complain, that we have an effective procedure to assist complete and early resolution of the problem. Only by doing so can we hope to maintain the quality standards we have set and improve them by learning from what may have gone wrong and what our clients tell us.

The Procedure

Although not essential, it would be helpful if you could provide details of your concerns in writing (if you have not already done so). If you prefer not to have to do this, please arrange to see us and we will be pleased to take details from you.

What will happen next

1. We will register your complaint on our internal Register (for monitoring and management purposes).

Timescale: Within 2 working days of receipt of complaint.

2. We will acknowledge receipt of your complaint, set out our understanding of it, and request your confirmation or seek any necessary clarification. We will also confirm who will deal with your complaint.

Timescale: Within 3 working days of receipt of complaint.

3. We will then commence investigation your complaint. This may involve one or more of the following steps:

a) We will ask the case worker who acted for you to provide a response within 5 working days.

Timescale: Within 1 working day

b) We will then examine the response and the file against your complaint and, if necessary, speak to the case worker.

Timescale: Within 3 working days of receipt of the response and file.

c) The firm's Client Care Director will review your complaint in light of the file and the caseworker's response.

Timescale: Within 7 working days.

4. The firm's Client Care Director will then write to you with a detailed response and inviting you to meet with us to discuss and hopefully resolve your complaint.

Timescale: Within a further 3 working days.

5. If a meeting between us take place, we will write to you to confirm what took place and detailing any agreed solution that was reached.

Timescale: Within 2 working days of the meeting.

6. If a meeting is declined or is for some reason impractical, we will write to you again in an endeavour to resolve the complaint to our mutual satisfaction.
Timescale: Within 5 working days of the meeting being declined.
7. If, at a meeting or from your written reply to our detailed written response, you remain dissatisfied with what we have said and how we propose resolving your complaint, we will arrange for our decision to be reviewed. This may happen in one of the following ways: -
 - a) Our own review of our handling of your complaint and why you are dissatisfied with our decision
Timescale: Within 5 working days.
 - b) By arranging for someone else in the firm who is entirely unconnected with the complaint to review how it was handled and the decision taken.
Timescale: Within 10 working days.
 - c) By asking an independent complaints investigation consultant to review the matter, how the complaint was handled and the decision taken.
Timescale: Within 10 working days.
8. After the review has taken place, you will be informed of the outcome.
Timescale: Within 5 working days of the review's conclusion.
9. If you remain dissatisfied at the end of our complaints process, you would then be at liberty to contact the Legal Ombudsman, provided you are an individual, a personal representative or beneficiary of a deceased person, a "micro-enterprise" (having fewer than 10 employees and annual turnover or assets not exceeding 2,000,000 Euros), a charity or club/association with annual income not exceeding £1 million, or a trustee of a trust with assets not exceeding £1 million.
10. The Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned, or within a year of your realising there was a concern. If we send a final written response to your complaint within eight weeks of receiving it, the time limit for you to refer the matter to the Legal Ombudsman would be one year from the date of that final response.
11. Other Alternative Dispute Resolution bodies exist such as ProMediate, however the use of such bodies is subject to agreement by both us and you, and we do not agree to use an alternative to the Legal Ombudsman.

Clarification on Time References

All timeframes in this procedure refer to working days, meaning Mondays to Fridays, excluding weekends and public holidays.

If you would like more information about the Legal Ombudsman, their contact details are as follows: -

- Visit www.legalombudsman.org.uk
- Call 0300 555 0333 between 8.30am to 5.30pm (calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines. Calls are recorded and may be used for training and monitoring purposes.)

- Email enquiries@legalombudsman.org.uk
- Postal address: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH