

Complaints Procedure

We are committed to providing a high quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right so if something has gone wrong, including in relation to the bill, we need you to tell us.

How do I make a complaint?

You can contact us in writing (by letter, fax or email) or by speaking with the Solicitor dealing with your matter.

To help us to understand your complaint, and in order that we do not miss anything, please tell us:

- your full name and contact details
- what you think we have got wrong
- what you hope to achieve as a result of your complaint, and
- your file reference number (if you have it)

If you require any help in making your complaint, we will try to help you.

How will you deal with my complaint?

We will record your complaint centrally.

We will write to you within five working days acknowledging your complaint, enclosing a copy of this policy.

We will investigate your complaint. This will usually involve:

- reviewing your complaint
- reviewing your file(s) and other relevant documents, and
- speaking with the person who dealt with your matter

We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.

We will update you on the progress of your complaint at appropriate times.

We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. We will aim to do this within 15 days of the date of our letter of acknowledgement.

We have eight weeks to resolve your complaint.

What if I am not satisfied with the outcome?

If we are unable to resolve your complaint then you can have the complaint independently considered by the Legal Ombudsman. The Legal Ombudsman investigates complaints about poor service from lawyers.

The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you should have reasonably known you have cause for complaint. If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of our final response to your complaint. Contact details for the Legal Ombudsman are as follows:

Website: **www.legalombudsman.org.uk**

Telephone: **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.

Minicom: **0300 555 1777**

Email: **enquiries@legalombudsman.org.uk**

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

Do not send original documents to the Legal Ombudsman. They will scan any documents you send to make computer copies and then destroy the originals.

All firms of solicitors are obliged to attempt to resolve problems that clients may have with the service provided. It is therefore important that you raise your concerns with us immediately. We value you and would not wish to think you had any reason to be unhappy with us.

What will it cost?

We will not charge you for handling your complaint.

Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

The Legal Ombudsman service is free of charge.

Any concern that you may have in relation to our conduct can also be referred to the SRA. (<https://www.sra.org.uk/>)