

## Complaints Procedure

### 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.

### Our complaints procedure

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within four days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the Head of Department (HOD) who will review your matter file and speak to the member of staff who acted for you.
3. If the complaint that you are raising involves the HOD then the matter will be reviewed by Neil Gibbs, our Client Care Partner.
4. We may then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 21 days of sending you the acknowledgement letter/email.
5. Within three days of the meeting, the person handling your complaint will write to you to confirm what took place and any solutions agreed with you.
6. If you do not want a meeting or this is not practicable, then the person dealing with your complaint will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 24 days of sending you the acknowledgement letter.
7. If you remain dissatisfied then, unless he has already conducted a review of the matter, within 14 days you may ask for the handling of your complaint to be reviewed by our Client Care Partner, Neil Gibbs, who will contact you within 14 days with the result of his enquiries.
8. If we are unable to resolve your complaint in this way, you can contact the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ about your complaint.

Generally the time limits imposed by the Legal Ombudsman for you to bring a complaint to their attention are:

- 6 years from the date of act/omission; or
- 3 years from the date that you were aware that there were grounds for complaint (if the act/omission took place before 6 October 2010 or was more than 6 years ago); and
- Within 6 months of you receiving our final written response to your complaint.

You may also be able to apply to the Court for an assessment of our bill under Part III of the Solicitors Act 1974.

For further information, you should contact the Legal Ombudsman on 0300 555 0333 or email them at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or refer to their website at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). The Ombudsman may not deal with a complaint about a bill if you have applied to the Court for assessment of that bill.

The Solicitors Regulation Authority can help you 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. You can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).

If we have to change any of the timescales above, we will let you know and explain why.