

COMPLAINTS HANDLING PROCEDURE

I am committed to providing a high-quality legal service to all my clients. When something goes wrong, I need you to tell me about it. This will help me to improve my standards. If at any point you become unhappy with the service I provide to you or you have concerns about your bill, then you should inform me immediately so that I can do my best to resolve the problem for you.

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

What will happen next?

1. I will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. I will then investigate your complaint. This will normally involve reviewing your matter file.
3. I will then invite you to a meeting to discuss and hopefully resolve your complaint. I will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, I will write to you to confirm what took place and any solutions I have agreed with you.
5. If you do not want a meeting or it is not possible, I will send you a detailed written reply to your complaint, including my suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact me again and I will review my decision or, if you prefer, arrange a review by another local solicitor.
7. I will write to you within 14 days of receiving your request for a review, confirming my final position on your complaint and explaining my reasons.
8. If I am unable to resolve your complaint within eight weeks after you have brought it to my attention, then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about poor service from lawyers.

The Legal Ombudsman can investigate complaints up to one year from the date of the problem happening or within one year of when you found out about the problem. 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. The contact details for the Legal Ombudsman are as follows:

- Website: www.legalombudsman.org.uk
- Email: enquiries@legalombudsman.org.uk
- Telephone 0300 555 0333 between 8.30am to 5.30pm

Calls from both mobiles and landlines to 03 numbers cost no more than calls to national geographic numbers (starting 01 or 02). Calls are recorded and may be used for training and monitoring purposes.

- For minicom call 0300 555 1777
- In writing: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

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.

9. The Solicitors Regulation Authority can help you if you are concerned about my behaviour. This could be for concerns about dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can raise your concerns directly with the Solicitors Regulation Authority (www.sra.org.uk).
10. If I have to change any of the timescales above, I will let you know and explain why.
11. I will not charge you for handling your complaint.