

## Complaints Policy & Procedure

### Our Complaints Policy

As a Firm we pride ourselves on the standard of service and legal advice that we give to all our clients. When clients have concerns about our service we try to resolve those concerns promptly and to their satisfaction. Where appropriate we then review our procedures and try and improve our standards for the future.

Whatever your concern - promptness of response; quality of advice; disagreeing with or wanting more information about a bill - please raise the matter with us.

### Our Complaints Procedure

Usually we would ask clients to first raise matters with their legal adviser directly or with the director supervising their work. Our experience is that most issues can be resolved informally at this level of our procedure. If the problem continues then the matter should be raised with our Client Care Director, Martin Dyke.

If the matter is urgent, a telephone complaint can be made. More helpfully a letter should be sent to him outlining the nature of your complaint and the result you are seeking to achieve. This enables him to (i) familiarise himself with your file, (ii) raise issues for clarification with you and with those conducting your file.

### What will happen next?

1. We will acknowledge your complaint promptly and in writing within 7 days. Your complaint will be investigated. Mr Dyke may wish to discuss matters with you on the phone or in person but will certainly be writing to you to keep you informed and to seek further details if required. He will seek to finally resolve the complaint within a month.
2. We will record your complaint in our central register and open a file specifically to deal with it.
3. We will write to you to keep you informed of the progress of our investigation and confirm the outcomes of significant telephone discussions or meetings.
4. Mr Dyke will communicate his proposed resolution of the complaint to you. If that communication is by telephone or personal meetings then in any event it will result in a letter to you.
5. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 working days. This will happen in one of the following ways.
  - The Client Care Director 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 invite you to agree independent mediation. We will let you know how long this process will take.

We will let you know the result of the review within seven 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.

6. If you are still not satisfied, you can then contact the Legal Ombudsman, who are the independent complaints body for complaints about lawyers. The Legal Ombudsman will look at your complaint independently and, again, it will not affect how we handle your matter.

Before accepting a complaint for investigation though, 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 no later than:

- One year from the date of the act or omission being complained about; or
- Within one year of you realising there was a concern about our service.

You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

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

Contact details

Web: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
Tel: 0300 555 0333 between 9.00 to 17.00  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Legal Ombudsman  
PO Box 6167  
Slough  
SL1 0EH

What to do if you are unhappy with our behaviour

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 <https://www.sra.org.uk/consumers/problems/report-solicitor/> to see how you can raise your concerns with the Solicitors Regulation Authority.

*Reviewed November 2024*

Qualified, regulated and insured.

