

# Client Complaints Procedure

1. We hope that you are happy with our services. If at any stage you wish to make a complaint, please advise the person handling your matter as identified in the retainer provided at the outset, with a view to resolving the issue informally. If you do not feel comfortable speaking with this person or the matter is not resolved, the complaint will be escalated to a more senior person at our firm.
2. Upon notification of a complaint, we shall:-
  - a. Note your complaint in our central Complaints Register and appoint a Complaints Manager to handle the complaint;
  - b. The Complaints Manager shall write to you to acknowledge the complaint and shall set out their position within the firm. They shall confirm the date by which their investigations shall conclude and this shall be no more than 14 days from the date of acknowledgement;
  - c. The Complaints Manager will investigate the complaint which may include speaking to yourself for further information, speaking to the person handling the matter, reviewing the file and/or all documentation relevant to the complaint;
  - d. Within the 14 days from acknowledgment, the Complaints Manager shall call you to set out the issues, provide the results of their investigations and if appropriate, outline the next steps to resolve the complaint with timescales if applicable;
  - e. Within 3 days of this discussion the Complaints Manager shall write to you to confirm the discussions and plan forwards thereby concluding the Complaint. If the Complaints Manager is unable to speak to you by telephone for any reason, the Complaints Manager shall set out their position with any plan forwards, if appropriate;
  - f. The Complaints Manager shall then complete the central Complaints Register.

3. If you are not satisfied, we may elect to appoint a person or entity who is unconnected to our firm to review our final decision.
4. If we cannot resolve your complaint, you may escalate to the Legal Ombudsman. You must do this within 6 months of our final response and no more than one year from the date of act/omission or no more than one year from when you should reasonably have known there was cause for complaint.
5. Legal Ombudsman:-
  - a. **Address:** Legal Ombudsman, PO Box 6167, Slough, SL1 0EH;
  - b. **Telephone:** 03005550333
  - c. **E-mail:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk), **Website:** [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
6. Please note that the Ombudsman are there to deal with concerns about the level of service received. Where there are more serious concerns that a solicitor or solicitor's firm have been involved in professional misconduct then reports can also be made to the Solicitors Regulation Authority, the regulator of solicitors and solicitor firms. This could be for quite unusual and serious acts of misconduct such as dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Obviously, we do not anticipate any such problems arising and would ask that you notify the matter supervisor straight away if you have any such concerns. You can find out more about the Solicitors Regulation Authority including their contact details and professional conduct rules on their website:

<https://www.sra.org.uk/consumers/problems/report-solicitor/>