



Complaints Policy

- 1 We are committed to providing a high-quality legal service.
- 2 We acknowledge that we may not always get it right, so if something has gone wrong, including in relation to our charges, we need you to tell us. This will help us to improve our standards of service.
- 3 **How do I make a complaint?**
 - 3.1 You can contact us in writing (by letter or email) or by telephone.
 - 3.2 In the first instance, it may be helpful to contact the person dealing with your matter, who will do their best to resolve your concerns.
 - 3.4 To help us to understand your complaint, and in order that we do not miss anything, please tell us:
 - 3.4.1 your full name and contact details;
 - 3.4.2 what you think we have got wrong;
 - 3.4.3 how you would like your complaint to be resolved; and
 - 3.4.4 your file reference number (if you have it).
 - 3.5 If you require any help in making your complaint we will try to help you.
- 4 **How will you deal with my complaint?**
 - 4.1 We will write to you within 5 working days acknowledging your complaint, enclosing a copy of this policy.
 - 4.2 We will investigate your complaint. This will usually involve:
 - 4.2.1 reviewing your complaint;
 - 4.2.2 reviewing your file(s) and other relevant documents; and
 - 4.2.3 liaising with the person who dealt with your matter.
 - 4.3 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.
 - 4.4 We will update you on the progress of your complaint at appropriate times.
 - 4.5 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 by telephone or video conference.
 - 4.6 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. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement.

5 **What if I am not satisfied with the outcome?**

- 5.1 If you are unhappy with the outcome of our complaints handling procedure, please let us know and we will review the matter.
- 5.2 If we have not resolved your complaint within 8 weeks, you may be able to complain to the Legal Ombudsman. This applies if you are an individual, a business with fewer than 10 employees and turnover or assets not exceeding a certain threshold, a charity or trust with a net income of less than £1m, or if you fall within certain other categories (you can find out more from the Legal Ombudsman).
- 5.3 The Legal Ombudsman's contact details are:
- 5.3.1 by post at PO Box 6806, Wolverhampton, WV1 9WJ;
 - 5.3.2 by telephone: 0300 555 0333;
 - 5.3.3 by email: enquiries@legalombudsman.org.uk; or
 - 5.3.4 website: www.legalombudsman.org.uk
- 5.4 Normally, you will need to bring a complaint to the Legal Ombudsman within 6 months of receiving a final written response from us about your complaint, or within 6 years of the act or omission you are complaining about (or if outside of this period, within 3 years of when you should reasonably have been aware of it). Generally, the Legal Ombudsman deals with complaints relating to acts or omissions that happened after 5 October 2010. Further details are available on the website: www.legalombudsman.org.uk.
- 5.5 Alternative dispute resolution (ADR) bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme, eg Ombudsman Services, ProMediate or Small Claims Mediation.

6 **What will it cost?**

- 6.1 We will not charge you for handling your complaint.
- 6.2 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. This is explained in our Terms of Business.
- 6.3 The Legal Ombudsman service is free of charge.