

# Complaints Procedure

If you are a client of this firm and are dissatisfied with any aspect of the service provided, including our fees, you are entitled to complain. We look at client complaints objectively and take a constructive approach to reaching a satisfactory conclusion. We recognise that complaints may provide us with an opportunity to check the quality of our service and to make improvements.

You will not be charged by us for handling your complaint.

If you have a complaint, please address it in writing to the person handling your matter or to their supervisor. You will find this information in your client care letter.

## **What Happens Next?**

We will send you a letter acknowledging your complaint, enclosing a copy of this procedure, within 3 working days of us receiving your complaint.

We will then investigate your complaint and respond within a further 21 working days. We'll usually respond in writing and we may suggest a meeting. We will inform you of our views and how we propose to resolve the complaint. Such solutions or remedies may include but are not limited to: (a) a verbal or written apology; (b) a review of our policies and procedures; (c) an appropriate and proportionate reduction or refund of our fees.

If you are not satisfied with our response, you should contact us again. With your consent, arrangements will then be made for a member of the Solicitors Sole Practitioners Group, local Law Society, or another solicitor to review your complaint. You will be advised of how long this will likely take.

If you are still not satisfied you may wish to contact the Legal Ombudsman (<https://www.legalombudsman.org.uk/>).

You should bring your complaint to the Legal Ombudsman within six months of our final internal complaints procedure response and within six years of your grounds for dissatisfaction arising or three years from the deemed date of knowledge of those grounds.

The Legal Ombudsman may: (a) investigate the quality of the professional service supplied by a solicitor to a client; (b) express a view on whether the solicitor's charges are found reasonable; or (c) refer allegations that the solicitor has breached rules of professional conduct to the SRA. The Legal Ombudsman will not: (a) determine complicated issues of fact or law which can only be decided by a Court; or (b) give legal advice or tell a solicitor how to handle a case; or (c) review the outcome of a court case.

The Legal Ombudsman can be contacted by email at [enquiries@legal.ombudsman.org.uk](mailto:enquiries@legal.ombudsman.org.uk), by post at Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ or by telephone on 0300 555 0333 (between 9:00am and 5:00pm).

Alternative complaints bodies (such as Ombudsman Services, ProMediate and Small Claims Mediation) exist which are competent to deal with complaints about legal services should both you and this firm wish to use such a scheme.

If you are not satisfied with the outcome of your complaint in relation to our invoice you may also apply to the Court for an assessment of the invoice under Part III of the Solicitors Act 1974 but you will be responsible for the costs of such assessment if the invoice is not reduced.

The Solicitors Regulation Authority (<https://www.sra.org.uk/>) can assist if you are concerned about the behaviour of a solicitor. They are not able to deal with issues of poor service.