

## Client Feedback and Complaints Policy

Version Number	Adopted
V2.0	01 April 2023

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, then you can read our full complaints procedure set out below. Making a complaint will not affect how we handle your case.

### Formal Complaints Procedure

- Please make your complaint in writing, addressed to the person identified in the Letter of Engagement agreed with you when we commenced work.
  
- We will:
  - o send you a letter acknowledging receipt of your complaint normally within five days of receiving it, enclosing a copy of this procedure, and giving a target date for a substantive response. Our aim is to resolve matters promptly;
  - o log your complaint on our central complains register;
  - o investigate the concerns and arrange a discussion with you to try to agree how to resolve the issues within 21 days of receiving your complaint;
  - o write to you within 28 days of receiving your complaint to confirm the outcome of this.

In exceptional circumstances it may be necessary to extend these timescales but we will try to agree any variations with you first. If you remain unsatisfied after 8 weeks at the latest we will always ensure that you are reminded at that time of how to make a complaint to the Legal Ombudsman if you are eligible to do so.

### What might the outcome of my complaint be?

We very much regret any dissatisfaction which our clients experience and will not hesitate to apologise to you where our service has fallen below our high standards. We may also agree



that certain steps will be taken to improve your situation and to ensure that any problems experienced will not reoccur.

### **What to do if we cannot resolve your complaint**

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, 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.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. 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**

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9.00 to 17.00.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

### **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 their website to see how you can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).