

### **Our Complaints Policy**

We are committed to providing a high-quality legal service to all our clients. 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 for you. This will also help us to improve our standards. We will regard it as a complaint if you express, orally or in writing, dissatisfaction which suggests that you have suffered (or may suffer) financial loss, distress, inconvenience or other detriment.

### **Our Complaints Procedure**

If you have a complaint, please contact us with the details. In the first instance it may be helpful to contact the individual who is working on your case to discuss any concerns. We will do our best to resolve any issues at that stage. Otherwise, we will follow the process below:

### **What will happen next?**

- 1 We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
- 2 We will then investigate your complaint. This will normally involve passing your complaint to Phillip Sharpe (Partner), or for any concerns relating to the Litigation Department, Michael Gray (Partner), who will review your matter file and speak to the member of staff who acted for you. If neither are available, another partner will take their place.
- 3 The partner dealing with your complaint, will then invite you to a meeting or to have a telephone conversation with you (whichever you prefer) to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
- 4 Within three days of the meeting or telephone call, the partner dealing with your complaint will write to you to confirm what took place and any solutions he has agreed with you.
- 5 If you do not want a meeting or a discussion, or it is not possible, the partner dealing with your complaint will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
- 6 At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner to review the decision.
- 7 We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
- 8 Subject to response times from you we will always look to resolve complaints within eight weeks of the date when you made the complaint, to meet the Legal Ombudsman's recommendations. If you would rather work to a different timescale, please let us know. Otherwise, we would ask that, if possible, you respond without delay to us so that we may endeavour to meet the Ombudsman's expectations.
- 9 If you are still not satisfied, you can then contact the Legal Ombudsman, free of charge, at PO Box 6806, Wolverhampton WV1 9WJ about your complaint. 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:
  - (a) Within six months of receiving a final response to your complaint  
**and in any event**
  - (b)(i) No more than six years from the date of act/omission; or

- (ii) No more than three years from when you should reasonably have known there was a cause for complaint.

10 If you think we have been dishonest, or you are concerned that our behaviour is a breach of the Solicitors Regulation Authority Principles (<https://www.sra.org.uk/consumers/problems/report-solicitor/>) then you can complain to the Solicitors Regulation Authority. You can also report a firm, or someone regulated by the Solicitors Regulation Authority for non-payment of professional fees (such as agent expert fees) if you have a County Court judgment in respect of the fee, and the judgment relates to the practice in connection with providing a legal service. For further information you should see the Solicitors Regulation Authority website <https://www.sra.org.uk/> for their requirements where they have a form that can be used and guidance on how to complain.

For further information, you should contact the Legal Ombudsman (0300 555 0333 between 9am – 5pm, email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk), website [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)).

If we have to change any of the timescales above, we will let you know and explain why.