

## **Our Complaints Procedure**

If you have a complaint, please contact us with the details. If we have to change any of the timescales set out below, we will let you know.

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

1. Within three days we will send you a letter acknowledging your complaint and asking you to confirm or explain the details. We may suggest that we meet to clarify any details.
2. We will then record your complaint in our Central Register and open a file for your complaint and investigate your complaint. This may involve one or more of the following steps:-

If our Principal Solicitor acted for you, we will consider your complaint again, if required.

We will then send you our detailed reply or invite you to a meeting to discuss the matter.

If someone else acted for you, she will ask them to give her their reply to your complaint.

She will then examine their reply and the information in your complaint file. She may also speak to the person who acted for you.

She may ask another independent local solicitor to investigate your complaint and report to us.

She will then write inviting you to meet her and discuss and hopefully resolve your complaint.

3. At this stage we would welcome the opportunity to meet with you. We would aim to be in a position to be able to meet with you within five days of first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write fully to you setting out our views on the situation and any redress.

4. Within three days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or repayment in relation to any payment received.

5. At this stage, if you are still not satisfied, please contact us again. We will then arrange to review our decision within the next ten days. This may happen in one of the following ways: -

Our principal solicitor will review the decision herself.

We will arrange for someone who is not connected with the complaint to review the original decision.

We will ask our local Law Society or another local firm of solicitors to review your complaint. This may take longer than ten days in which case we will let you know how long this process will take.

6. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.

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

7. If you are still not satisfied with our handling of your complaint, you can ask the Legal Ombudsman to consider the complaint, but we very much hope that this will not be necessary. The Legal Ombudsman's contact details are:

PO Box 6806, Wolverhampton, WV1 9WJ

0300 555 0333—from 8.30am to 5.30pm

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

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

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).