

# COMPLAINTS PROCEDURE

## THIS FIRM'S COMPLAINTS POLICY

We are committed to providing a quality legal service to all our clients. Consequently, it is essential when something goes wrong or any client believes they have reason to complain that we have an effective procedure to assist the complete and early resolution of the problem. Only by doing so can we hope to maintain the quality standards we have set and improve them by learning from what may have gone wrong and what our clients tell us.

## THE COMPLAINTS PROCEDURE

To ensure that your complaint can be dealt with properly it is sometimes advisable to provide details of your concerns in writing (if you have not already done so). However if you find it easier to telephone or to make an appointment to see Mr Keeble that is equally acceptable. We will then confirm back to you in writing what we understand to be the reason for your dissatisfaction.

### WHAT WILL HAPPEN NEXT?

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| <p>1. We will acknowledge receipt of your complaint or seek any necessary clarification. We will also confirm who will deal with your complaint should this not be our Complaints Officer, Mr Alistair Keeble.</p>   |
| <p>2. We will register your complaint in a Central Register (for monitoring and management information purposes) and open a separate file.</p>   |
| <p>3. We will acknowledge receipt of your confirmation letter or telephone call concerning issues requiring clarification and tell you what will happen next.</p>  |
| <p>4. We will then commence investigating your complaint. This may involve one or more of the following steps: -</p> <ul style="list-style-type: none"><li>a) If Mr Keeble acted for you personally we will consider your complaint in the light of what the file reveals and the details of your complaint.</li></ul> <p><b>OR</b></p> <ul style="list-style-type: none"><li>b) Otherwise we will ask the person who acted for you to provide Mr Keeble with a response to your complaint and he will then examine that response and the file as against your complaint and, if necessary, speak to the person who acted for you again.</li><li>c) We will then contact you to invite you to a meeting to discuss the matter.</li></ul> |

**6.** If a meeting is declined or is for some reason impractical we will write to you with a detailed response and with our proposals to settle the complaint to our mutual satisfaction.

**7.** If a meeting between us takes place we will write to you to confirm the contents of our discussion and detailing any agreed solution that we arrived at.

**8.** If you are not satisfied with the proposals to resolve your complaint set out in the letter referred to at 6. above, we will contact you to discuss the matter further

**10.** If you still remain dissatisfied with how your complaint has been handled and the decision on it we will write to you confirming our final position on your complaint and explaining why we consider our handling of, and decision on it was reasonable.

**11.** If you are not satisfied with our final position you may complain to the Legal Ombudsman. The contact details for the Legal Ombudsman are PO Box 6806, Wolverhampton WV1 9WJ; Tel. 0300 555 0333; [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) .

THERE IS NORMALLY A TIME LIMIT OF 6 MONTHS FROM OUR FINAL RESPONSE WITHIN WHICH TO CONTACT THE OMBUDSMAN AND THERE ARE ALSO ELIGIBILITY CRITERIA WHICH MAY LIMIT YOUR RIGHT TO COMPLAIN TO THE OMBUDSMAN.

ANY COMPLAINT SHOULD BE MADE TO THE LEGAL OMBUDSMAN WITHIN EITHER (A) 6 YEARS FROM THE DATE OF THE ACT OR OMISSION COMPLAINED OF, OR (B) (IF THE ACT OR OMISSION WAS MORE THAN 6 YEARS AGO) 3 YEARS FROM THE DATE WHEN YOU SHOULD REASONABLY HAVE KNOWN THAT YOU HAD GROUNDS TO COMPLAIN.

IF THE ACT OR OMISSION HAPPENED BEFORE 6 OCTOBER 2010, OR YOU KNEW ABOUT IT BEFORE THAT DATE, THE LEGAL OMBUDSMAN WILL NOT BE ABLE TO INVESTIGATE THE COMPLAINT