

CLIENT COMPLAINTS PROCEDURE

We are committed to providing a quality service to all of our clients. If you feel unhappy with the way that we have handling matters, do not hesitate to speak to us. We understand that clients can feel anxious about legal matters, and we can assure you that your concerns will be treated sympathetically and in confidence.

Hopefully they will be able to resolve your concerns. If they are unable to do so or you remain unhappy about the situation, please contact the Director at our office. They will, in any event, have reported the complaint to the Director. Your complaint will be dealt with independently, and referred for their investigation where the matter cannot be resolved informally.

You may contact them by telephone, e-mail or letter. It is more helpful in most cases if you write to them, setting out your concerns and what you would ideally like us to do about the matter. This gives us a clearer idea of the nature of your complaint, and the matters which will need look into. However, if for any reason, you do not feel comfortable about writing to us, please feel free to telephone them, even if only by way of an initial call before writing to us.

Where your complaint concerns your Appointed Solicitor

Where the matter concerns the conduct of your solicitor (even if you have not yet entered into a retainer with them) it is more appropriately dealt with under their complaints procedures. These will have been referenced in their letter to you or in the accompanying client information or retainer, including the contact details of the person who manages complaints there. We will, however, note your complaint. We meet periodically with solicitors, and generally discuss such matters with them.

What will happen next?

We will acknowledge your complaint by letter or e-mail, where you have contacted us by e-mail within 5 days, informing you who is investigating the matter, and confirming our understanding of the matter. We may ask for further information, or copies of any relevant documentation.

The matter will be investigated by the Director or someone independent, in more serious matters or where your complaint personally involves the Director.

We have a period of 8 weeks under the Conduct of Authorised Persons Rules 2014 to investigate the matter and report back to you with our, and, where we have found in your favour, will offer appropriate compensation but only where it has been proved that you suffered additional expense or lost money or value as a result of a proven allegation, or substantial distress or anxiety. We will try and contact you sooner than that, and usually try and complete our investigations within a period of 21 days.

At this time we will write to you confirming our findings and explain the reasons for them.

Should you remain dissatisfied despite our best endeavours, you then have a right to refer the matter to the Legal Ombudsman Service within 6 months of the conclusion of our internal complaints procedures.

The Legal Ombudsman can be contacted at:

PO Box 6806, Wolverhampton WV1 9WJ,
or at enquiries@legalombudsman.org.uk
or by telephone: 0300 555 0333.

The Legal Ombudsman Service have jurisdiction to hear a complaint within a period of 6 years from date of the act or omission complained of or three years from date when the client ought reasonably to have known that a cause for complaint had arisen. That period could be extended, if the LOS considered it reasonable to do so.