

## **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.

We can be contacted at:

17 Danbury Walk

Manchester M23 9FA

[info@sos-bphc.com](mailto:info@sos-bphc.com)

Tel: 0800 012. 6068

### **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 FCA's Dispute Resolution Rules 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.

From 1<sup>st</sup> of April 2019 if you remain dissatisfied despite our best endeavours, you then have a right to refer the matter to the Financial Ombudsman Service within 4 months of the conclusion of our internal complaints procedures.

The Financial Ombudsman can be contacted at:

Exchange Tower, Harbour Exchange LONDON E14 9SR

or by telephone: 0800 023 4567.

<https://www.financial-ombudsman.org.uk/contact-us/complain-online>

The Financial 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.