

Raising concerns and making complaints

Resolving issues quickly

We want to give you the best possible service.

Please inform us immediately if at any point you become unhappy or concerned about the service we have provided, so that we can do our best to resolve the problem quickly.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues quickly. If you would like to make a formal complaint, please see our full complaints procedure which is set out below.

Making a complaint

We are committed to providing outstanding client service to all its clients and we do our utmost to treat all our clients fairly. When a problem arises or something goes wrong, we need you to let us know as soon as possible. This gives us the opportunity to investigate your concerns objectively, address the issues you have raised and to try to satisfy your concerns. It also helps us to improve our standards. Making a complaint will not affect how we handle your case.

1. In the first instance, you will probably find it helpful to discuss your concerns with the person dealing with your matter.
2. The lawyer looking into your concerns will acknowledge their receipt as soon as possible. They may also need to ask you for further clarification about your concerns if they need further information.
3. It may be possible to offer a solution to resolve your concerns quickly. The type of solution offered and the way it is proposed will depend on the individual circumstances. If appropriate, the lawyer may send you a detailed reply to your concerns or suggest a meeting. When addressing your complaint in this way, we will aim to provide you with a substantive reply or proposals within 28 days of receiving the necessary details of your concerns.
4. If your concerns are not resolved in this way you may ask for a formal review, in which case the matter will be referred by a lawyer who is not dealing with your day-to-day work for an independent review.
5. The independent review lawyer will acknowledge your complaint in writing (usually by email if that is your preferred mode of contact) within three working days of receiving details of your complaint.
6. The independent review lawyer will arrange for an investigation and will endeavour to write to you with a full response within 28 days of your complaint being referred to them. That response will summarise the findings of the investigation, the firm's conclusions on your complaint and the solution proposed.

7. If it is not possible to issue a detailed response within 28 days, we will update you on the progress of the investigation and provide an estimate of the likely time frame for issuing a final response.
8. If the independent review lawyer considers that your concerns would be better addressed other than by detailed response in writing, they will write to you and let you know how they proposes to resolve the complaint. For instance, they may suggest a meeting with you to discuss your concerns.
9. You will not be charged for the handling of your complaint.
10. If we are unable to resolve your complaint to your satisfaction within eight weeks of receiving full details of your complaint, you can ask the Legal Ombudsman to consider your complaint.

Complaints about bills and legal costs

Please also use the complaints procedure above if you have a concern or complaint about a bill.

In addition, you have the right to object to a bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974. If you apply to the court, the Legal Ombudsman (see below for details) may decide not to deal with a complaint about the bill.

What to do if we cannot resolve your complaint

The Legal Ombudsman

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

The Legal Ombudsman is an independent complaints body which was established under the Legal Services Act 2007 and deals with legal services complaints. You may wish to submit your concerns to the Legal Ombudsman via their online form at:

<https://www.legalombudsman.org.uk/helping-the-public/make-a-complaint/>. Alternatively, you can submit your concerns via: cat@legalombudsman.org.uk or PO Box 6806, Wolverhampton, WV1 9WJ.

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 normally you should comply with these guidelines to take your complaint to the Legal Ombudsman:

- You must take your complaint to the Legal Ombudsman within six months of receiving a final response to your complaint, **and**
- no more than six years from the date of act/omission; **or**
- no more than three years from when you should reasonably have known there was cause for complaint.

Please note that the Legal Ombudsman may consider complaints from prospective clients in certain circumstances, but may decline to deal with complaints from certain types of clients. For further information you should contact the Legal Ombudsman via enquiries@legalombudsman.org.uk, 0300 555 0333 (or +44 121 245 3050 for international callers), or go to www.legalombudsman.org.uk.

If you would like more information about the Legal Ombudsman, please contact them directly using the details set out below.

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

The Solicitors Regulation Authority

Complaints about poor service should be directed to the Legal Ombudsman.

The Solicitors Regulation Authority can help if you are concerned about our behaviour, conduct or ethics. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Details of how to do this can be found at: <http://www.sra.org.uk/consumers/>.

The SRA can be contacted via their website (<http://www.sra.org.uk/contactus/>) or by the following means:

Phone: 0370 606 2555 (or +44(0)121 329 6800) for international callers

Post: Solicitors Regulation Authority, The Cube, 199 Wharf Street, Birmingham, B1 1RN