

## **Complaints Handling Procedure**

### **Our complaints policy**

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then please tell us immediately, so that we can do our best to resolve the problem.

### **Our Complaints Procedure**

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 at this stage. If you remain unsatisfied, please contact Gareth Matthews, a Partner in our firm. Making a complaint will not affect how we handle your case.

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

1. We will send you a letter acknowledging your complaint, where necessary asking you to confirm or explain the details. You can expect to receive our letter within 3 working days of the firm receiving your complaint.
2. We will open a file for your complaint on our system and record it in our central register. We will then investigate your complaint, which will normally involve passing your file to the relevant Head of Department or (if the complaint is about a Head of Department) our Partner, Gareth Matthews who will review your file and (if he did not act for you personally) speak with the member of staff who acted for you.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 15 working days of sending you the acknowledgement letter.
4. Within 3 working days of the meeting, we will write to you to confirm what took place and any solutions he agreed with you.
5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for our Partner, Gareth Matthews or, where appropriate, another Partner to review the decision.
7. We will write to you within 15 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

## **Further steps**

If you are not satisfied with the Partners' decision at the conclusion of the firm's complaints procedure, there are other options open to you:

### **The Legal Ombudsman**

If at the conclusion of our complaints process we are unable to resolve matters to your satisfaction, you may refer the matter to the Legal Ombudsman. They will look at your complaint independently and it will not affect how we handle your case.

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 you must take your complaint to the Legal Ombudsman:

- Within 6 months of receiving a final response to your complaint, and
- No more than 1 year from the date of act/omission; or
- No more than 1 year from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

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

Call: 0300 555 0333 between 9am to 5pm

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

By post to: Legal Ombudsman, PO Box 6167, Slough SL1 0EH

### **The Solicitors Regulation Authority (SRA)**

Our regulator, the SRA can also help you if you are concerned about our behaviour. 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. You can raise your concerns with the Solicitors Regulation Authority

Thank you for bringing your concerns to our attention. We will do our best to address any dissatisfaction that you have experienced in using the services of this practice. Our primary objective is to put things right.