

## **COMPLAINTS HANDLING PROCEDURE**

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We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you tell us about it. This will help us to improve our standards. If at any point you become unhappy with the service we provide to you or you have concerns about your bill, then you should inform us immediately so that we can do our best to resolve the problem for you.

If you have a complaint, please contact us with the details.

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

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to Victoria Rose-Smart, our Director, who will review your matter file and, if appropriate, speak to the member of staff who acted for you.
3. Victoria Rose Smart will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of meeting, Victoria Rose-Smart will write to you to confirm what solutions that she has agreed with you.
5. If you do not want a meeting or it is not possible, Victoria Rose-Smart will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 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 Director Kim Simper to review her decision.

7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your claim and explaining our reasons.
8. If we are unable to resolve your complaint within eight weeks after you have brought it to our attention, then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about poor service from lawyers.

The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem. If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of our final response to your complaint. The contact details for the Legal Ombudsman are as follows:

- Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- Telephone: 03005550333 between 8.30am to 5.30pm

Calls from both mobiles and landlines to 03 numbers cost no more than calls to national geographic numbers (starting 01 or 02). Calls are recorded and maybe used for training and monitoring purposes.

- For Minicom: call 03005551777
- In writing: Legal Ombudsman, PO Box68006, Wolverhampton, WV1 9 WJ

Do not send original documents to the Legal Ombudsman. They will scan any documents you send to make computer copies and then destroy the originals.

9. If we have to change any of the timescales above, we will let you know and explain why.
10. We will not charge you for handling your complaint.