

Our Complaints Policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong you need to tell us about it. This will help us to improve our standards.

Our Complaints Procedure

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

What will happen next?

1. The fee earner with responsibility for your matter will send you a letter acknowledging your complaint and asking you to confirm or explain the details if unclear. That person will then address your concerns and try and resolve the matter with you. You can expect to receive a response within 7 days of us receiving your complaint and if the complaint cannot be fully responded to in that time frame then you will receive an indication of when a full response will be provided. Unless special circumstances apply this will be within 21 days of your complaint being received.
2. If you are unhappy with the response you receive from the fee earner concerned then you may refer your complaint to the Client Care Partner ("CCP"). The name of the CCP is detailed on our Terms of Business.
3. The CCP will acknowledge your complaint and will record it in our Complaints Register. She will also open a new file dealing solely with the complaint which will be separate to the matter file.
4. The CCP will then start to investigate your complaint. This will normally involve the following steps.
 - The CCP will acknowledge receipt of your complaint and depending on what is involved in the investigation will indicated to you in writing a time scale for providing her response. This will usually be within 14 days but may be longer if there is a large quantity of documents to consider or if the fee earner is away of if the CCP is herself away or going to be away in the immediate future.
 - The CCP will then undertake a thorough investigation of your complaint, the response or responses you have been provided with so far, may well ask you to explain why you do not consider those responses to be adequate and she will consider the evidence on the file, any evidence that you point her to and from speaking to the fee earner or fee earners concerned.
 - The CCP will then provide her response to you in writing.
 - She will be open and frank in her response; will acknowledge where the professional service provided to you has fallen short in any respect. She will also consider whether the fee earner has failed in any way in their initial handling of your complaint.
 - The letter will usually conclude with an invitation to you to meet her and discuss and hopefully resolve your complaint if you remain dissatisfied with the response.
 - That meeting will be arranged at a mutually convenient time and as soon as practicable.
 - You may elect to continue to deal with the matter in writing and seek a resolution that way if you prefer not to meet.
5. Within 7 days of the meeting or if the resolution is achieved in correspondence the CCP will write to you to confirm what took place (if at a meeting) and any resolution she has agreed with you.
6. At this stage, if you are not satisfied you can write to us again. We will arrange to review our decision. This will happen in one of the following ways.
 - Another partner in the firm will review the CCP's decision as soon as possible but in any event within a further 21 days. The time for this further review will depend on how much paperwork is to be considered and the issues to be reviewed. Following this

further review shall then write to you confirming our final position on your complaint and explain our reasons.

- We may offer you the opportunity to resolve the complaint by using Alternative Dispute Resolution (ADR) via Pro Mediate UK Limited UK Limited, The Legal Complaints Service, Brow Farm, Top Road, Frodsham, WA6 6SP (www.promediate.co.uk) should we both agree to use them. If you (and we) agree a resolution at mediation that would resolve matters. You do not have to agree to ADR but may if you wish, proceed to complain to the Legal Ombudsman.

7. You may contact the Legal Ombudsman (tel: 0300 555 0333 or enquiries@legalombudsman.org.uk). Normally you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.
8. You may also make a complaint to the Solicitors Regulation Authority. They deal with complaints regarding breaches of SRA principles. Further information can be obtained from the SRA website www.sra.org.uk

9. **IMPORTANT INFORMATION**

If we have to alter any of the timescales above, we will let you know and explain the reasons why. We endeavour to deal with all complaints quickly but thoroughly and within 8 weeks. There may be occasions where this is not possible but we shall explain why. There may be some aspects of your complaint which need to be referred to a third party (such as to your barrister or to an expert retained in your case) or which cannot be dealt with for insurance reasons. We shall let you know as early as possible in the process where this needs to happen.