

# Complaints Procedure

## My complaints policy

I am committed to providing a high-quality legal service to all my clients. When something goes wrong I need you to tell me about it. This will help me to maintain and improve my standards.

## My complaints procedure

If you have a complaint, please contact me with the details. If I have to change any of the timescales set out below I will let you know.

## What will happen next?

1. Within 3 days of receiving your complaint I will send you a letter acknowledging your complaint and asking you to confirm or explain any details that are needed to investigate the circumstances of the complaint. I may suggest that we speak on the telephone or meet to clarify any details.
2. I will then record your complaint in my central register and investigate your complaint. This may involve one or more of the following steps.
  - If I acted for you, I will consider your complaint again. I will then send you my detailed reply or invite you to a meeting to discuss the matter.
  - If someone else acted for you, I will ask them to give me their reply to your complaint. I will then examine their reply and the information in your file
  - I may ask another independent local solicitor to investigate your complaint and report to me.
3. Within 14 days of me receiving your complaint I will write to you with the outcome of my investigations and with my proposal of how to resolve matters. Solutions and redress could include, but are not limited to, an apology, a reduction of any bill, a repayment in relation to any payment received or resolving any omissions or errors. This timescale may vary depending on the nature and complexity of any issue that need to be investigated, especially if information is required from 3<sup>rd</sup> parties (courts, other solicitors etc) to clarify the circumstances surrounding the complaint I will keep you informed on the progress and likely timescale of any investigations, if the 14 day time limit cannot be met. At this stage I will also offer to meet with you to discuss your complaint and the results of my investigations.
4. At this stage, if you are still not satisfied, please contact me again. I will then review my decision and advise you of the outcome of that review within 14 days. This may happen in one of the following ways.
  - I may review the decision myself.
  - I may arrange for someone who is not connected with the complaint to review my decision.
  - I may ask my local law society or another local firm of solicitors to review your complaint. This may take longer than 14 days in which case I will let you know how long this process is likely to take.

I may invite you to agree to an independent mediation. I will also give you the name and address of the Legal Ombudsman. If you are still not satisfied, you can contact them about your complaint, but I very much hope that this will not be necessary.