



## **COMPLAINTS PROCEDURE**

### **Our complaints policy**

We are committed to providing a high-quality legal service to all our clients. If anything goes wrong, please tell us about it, as this will help us to improve our standards.

### **Our complaints procedure**

If you have a complaint, please contact us with the details. Write to the person dealing with your matter, or alternatively (if you prefer) either to their supervisor named in the “client care” letter initially sent to you or, if there is no named supervisor, to our Managing Director Philip Cuerden.

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

1. Within three days of our receiving the complaint, we will send you a letter acknowledging receipt of it and enclosing a copy of this procedure.
2. We will then investigate your complaint. All solicitors' firms are required to appoint a Complaints Director. Our Complaints Director is Lesley Smith. Unless she has in any way already been involved in the matter she will carry out the investigation, which will involve her reviewing the file and discussing the matter with the person who has been dealing with it. If Lesley Smith is unable for any reason to deal with the matter then it will be dealt with by Philip Cuerden.
3. Lesley Smith (or alternatively Philip Cuerden) will then either:-
  - 3.1 within 21 days of sending you the acknowledgement letter, send you a detailed written reply to your complaint, including any relevant suggestions for resolving the matter; or
  - 3.2 invite you to a meeting to discuss and hopefully resolve your complaint, within 14 days of sending you the acknowledgement letter (unless this is not possible in which case she or he will write to you to explain why and to set an alternative timescale). Within three days of the meeting, she or he will write to you to confirm what took place, and any solutions which were agreed with you.

If you have any preference between these two alternatives than please let us know.
4. If you are still not satisfied you should contact us again and we will arrange for the Managing Director, Philip Cuerden (or, if he has already been involved in the matter, David Thorp, another Director), to review the decision.

We will then write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If we have to change any of the timescales above, we will let you know and explain why.

### **Legal Ombudsman**

5. If you are still not satisfied, you can then contact the Legal Ombudsman at P.O.Box 6806, Wolverhampton, WV1 9WJ

(telephone 0300 555 0333 between 9.00a.m. and 5.00p.m. or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)).

The Legal Ombudsman will check that you have first tried to resolve your complaint with us, and will not deal with the matter if you have not.

Any complaint to the Legal Ombudsman must normally be made within six months of the date of our final decision on your complaint, and no more than (a) six years from the date of the alleged act or omission and (b) three years from when you should reasonably have known there was cause for complaint.

### **Solicitors Regulation Authority**

6. The Solicitors Regulation Authority can help if you are concerned about a solicitor's behaviour, for example if there are allegations of dishonesty, taking your money or discrimination.

The Solicitors Regulation Authority can be contacted at Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN (telephone 0370 606 2555 between 08.00 – 18.00 Monday, Wednesday, Thursday, Friday and 09.30 - 18.00 Tuesday).