

Complaints Policy and procedure for clients

I want to give you the best possible service. However, if at any point you become unhappy or concerned about the service I have provided, then you should inform me immediately, so that I can do my best to resolve the problem.

I will review your complaint and talk to you about how you would like to resolve your concerns.

If you would like to make a formal complaint, then please set out all of your concerns, in writing, explaining why you think there has been a problem and what you would like to be done to resolve your concerns. As I am a sole practitioner, with no-one else working in my firm, I have arrangements in place for an independent third party to review formal complaints.

Full details of the timescales and procedures for dealing with formal complaints are set out below.

Making a complaint will not affect how I handle your case.

What to do if I cannot resolve your complaint:

If I am not able to resolve your concerns, you can then take your complaint further. The Solicitors' Regulatory Authority deals with complaints that are about professional conduct. The Legal Ombudsman deals with complaints about how your legal case has been handled.

The Solicitors Regulation Authority can help you if you are concerned about my 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](#).

The Legal Ombudsman can help you if I am unable to resolve your complaint. They will look at your complaint independently and it will not affect how I handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with me first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint
- and
- No more than six years from the date of act/omission; or
- No more than three years 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

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

If your complaint is about a bill, you may be able to apply to the court to have the bill reviewed. Information about the procedure and how to do this can be found here:-

<https://www.gov.uk/challenge-solicitors-bill/get-a-detailed-assessment>

Complaints procedures and timescales

If you have told me that you wish to make a formal complaint:-

1. I will, acknowledge your complaint within 2 working days and let you know when I will provide you with a full written response.
2. The detailed response will be sent to you within 10 working days of your complaint.
3. If you do not consider that my response has properly dealt with your concerns, you will need to let me know which concerns remain unresolved, within 10 working days
4. I will, within 2 working days, provide you with an acknowledgement and a further response within 10 working days.
5. If you are still unhappy, then you will need to contact the SRA, Legal Ombudsman or court. I will provide you with the current contact details, if you request these.