

## ANNEX 7C

# Complaints procedures

### A: COMPLAINTS PROCEDURE

#### Our complaints policy

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

#### Our complaints procedure

If you have a complaint, please contact **TONY WRIGHT**, our managing Director with overall responsibility for complaints. If we have to change any of the responsibilities or the timescales set out below we will let you know and explain why.

#### What will happen next?

1. Within three days we will send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint.
2. We will then record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the relevant file.
3. If appropriate we will then invite you to meet a Director to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 14 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, I will write fully to you setting out my views on the situation and any redress that we would feel to be appropriate.
4. Within three days of any meeting we will write to you to confirm what took place and any suggestions that we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.

5. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 days. This will happen in one of the following ways.
- **TONY WRIGHT** will review his own decision
  - We will arrange for another Director who has not been involved in your complaint to review it.
  - We will invite you to agree to independent mediation or alternative dispute resolution. We will let you know how long this process will take.
6. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you information as to the name and web address of an Alternative Dispute Resolution (ADR) approved body. If you are still not satisfied, you can contact them about your complaint. We very much hope that this will not be necessary.
7. What to do if we cannot resolve your complaint:

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

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

- Within 6 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 reasonable have known there was cause for complaint

If you would like to know more about the Legal Ombudsman, please contact them.

#### **Contact Details –**

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9am to 5pm

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Postal Address: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

PLEASE NOTE THIS COMPREHENSIVE COMPLAINTS POLICY AND PROCEDURE IS NOW REFERRED TO IN OUR CONTINUALLY UPDATED TERMS AND CONDITIONS PROVIDED TO ALL CLIENTS AT THE START OF THEIR MATTER.