

## OUR COMPLAINTS POLICY

Our aim is to offer all of our clients an efficient and effective service at all times. We hope that you will be pleased with the work that we do for you.

However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem. In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage.

If you still have queries or concerns, please write to John Buchanan who is the Client Care Partner to whom any remaining difficulties can be reported. This will not affect how we handle your case.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Mr John Buchanan, who will review your matter file and speak to the member of staff who acted for you.
3. Mr Buchanan or another partner who is not involved in the case will then respond to your complaint and possibly invite you to a meeting to discuss and hopefully resolve your complaint. He will aim to do this within 14 days of sending you the acknowledgement letter.
4. If there is a meeting then within three days of that, Mr Buchanan or the partner referred to in paragraph 3 above will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or that is not possible, Mr Buchanan or the partner referred to in paragraph 3 above will send you a detailed written reply to your complaint, including his suggestions for resolving the matter. He will aim to do so within 21 days of hearing that you do not want a meeting or of it becoming evident that a meeting cannot be arranged.
6. At this stage, if you are still not satisfied, you should contact us again and we will discuss with you whether some other solution could be found such as a review from another local solicitor or perhaps a mediation with an independent lawyer.

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 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.

Website: - [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk), Email:- [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Tel: 0300 555 0333 between 9am to 5pm. Address: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

The Solicitors Regulation Authority can help you if you are concerned about our professional conduct. You can raise your concerns here - [www.sra.org.uk/consumers/problems/report-solicitor.page](http://www.sra.org.uk/consumers/problems/report-solicitor.page)

The time limits mentioned in our complaints procedure (as opposed to those for the Legal Ombudsman) are indicative only. There may sometimes be good reasons why they cannot be achieved; for instance someone who needs to be spoken to is away on holiday or perhaps considerable detailed work may be needed. In such circumstances we will try and let you know the reason for the delay and estimate how long it is likely to be for.