

Although not essential, in making your complaint it would be helpful to us if you could provide details of your concerns in writing (if you have not already done so). If you would prefer not to have to do this, please arrange to see or speak us and we will be pleased to take details from you. The firm's director and solicitor responsible for client care and complaints is Melanie O'Brien and she oversees our complaints handling process.

## What will happen next

1. We will register your complaint on our Register (for monitoring and management information purposes).

### ***Timescale: Within 2 days of receipt of the complaint.***

2. We will acknowledge receipt of your complaint, set out our understanding of it and request your confirmation or seek any necessary clarification. We will also confirm who will deal with your complaint.

### ***Timescale: Within 5 working days of receipt of the complaint.***

3. We will then commence an investigation your complaint. This may involve one or more of the following steps:

- a) We will ask the case worker who acted for you to provide us with a response to your complaint within 5 days.

- b) We will then examine the response and the file as against your complaint and, if necessary, speak to the case worker.

- c) The director in our firm with designated responsibility for client care and complaints will consider your complaint in light of what the file reveals and the case worker's response.

### ***Timescale: Within 7 working days***

4. We will then write to you with detailed response and hopefully resolve your complaint. We will also offer you an opportunity to meet with us or discuss the matter further over the telephone.

### ***Timescale: Within a further 3 working days***

5. If a meeting or telephone call between us takes place we will write to you to confirm what took place and detailing any agreed solution reached.

### ***Timescale: Within 2 working days of the meeting/Call***

6. If a meeting or call is declined or is for some reason impractical or unnecessary we will write to you again in an endeavour to resolve the complaint to our mutual satisfaction.

### ***Timescale: Within a further 5 working days***

7. If you are satisfied with our response that will be the end of the matter. However, if, at a meeting or from your written reply to our detailed written response, you remain dissatisfied with what we have said and how we propose resolving your complaint, we will arrange for our decision to be reviewed. This may happen in one of the following ways:

- a) Our own review of our handling of your complaint and why you are dissatisfied with our decision.

- b) By arranging for someone else in the firm who is entirely unconnected with the complaint to review how it was handled and the decision taken.

### ***Timescale: Within 10 working days***

8. After the review has taken place you will be informed of the outcome including our firm's final position in relation to the complaint, an outline of the reasons and any final redress that is offered. We will explain why we consider our decision and our handling of it (and the result of any review) were reasonable.

### ***Timescale: Within working 5 days of the conclusion of the review***

You must always try complaining to us first. In most cases, you will not be able to take your complaint further without allowing us the opportunity to put things right.

## Legal Ombudsman

We are permitted a minimum of eight weeks to consider the complaint. If for any reason we are unable to resolve the problem between us within that timeframe, then you may ask the Legal Ombudsman to consider the complaint. You are free to refer any complaint about our work, fees or level of service but there are some conditions and time limits. Please be aware that any complaint to the Legal Ombudsman must usually be made within six months of you having received a final written response from us about your complaint. Complaints to the Legal Ombudsman must usually be made within six years of the act or omission about which you are complaining occurring; or within three years from when you should have known about or become aware that there were grounds for complaint. For further information, please contact the Legal Ombudsman on 0300 555 0333, at PO Box 6806, Wolverhampton WV1 9WJ or visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

## Solicitors Regulation Authority (SRA)

If you think a solicitor might be dishonest or you have concerns about their ethics or integrity, you also have the right to notify our regulator, the SRA. There are no time limits for making a report but there are limits on what the SRA will consider. Please note that the SRA is not able to deal with issues of poor service (complaints of this nature should instead be referred to the Legal Ombudsman). For further information about the SRA's role, please visit: <https://www.sra.org.uk/consumers/>