

OUR COMPLAINTS POLICY

If you have a complaint, please contact Adam Dummer. 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 seven 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 also investigate your complaint by examining the relevant file.
3. If appropriate we will then invite you to a meeting 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 21 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write fully to you setting out our 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.
 - We will arrange for someone in the firm who has not been involved in your complaint to review it or;
 - We will ask another local firm of Solicitors to review your complaint. We will let you know how long this process will take or;
 - We will invite you to agree to independent mediation. 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.

What if I am not satisfied with the outcome?

If your complaint is not resolved to your satisfaction you may be able to complain to the Legal Ombudsman. This applies if you are an individual, a Business with fewer than 10 employees and a turnover or assets not exceeding a certain threshold, a charity or trust with a net income of less than £1m, or if you fall within certain other categories (you can find out more from the Legal Ombudsman):

- by Post at PO Box 6806, Wolverhampton WV1 9WJ.
- by telephone: 0300 555 0333, or
- by email: enquiries@legalombudsman.org.uk
- www.legalombudsman.org.uk (<http://www.legalombudsman.org.uk>)

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 one year from the date of the act/omission you are concerned about; or
- No more than one year from when you should reasonably have known there was cause for complaint.

The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your matter.

Solicitors Regulation Authority

The Solicitors Regulation Authority can help you if you are concerned about our 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 and they can be contacted at SRA The Cube 199 Wharfside Street Birmingham B1 1RN.

By telephone: 0370 606 2555.

By email: contactcentre@sra.org.uk.

www.sra.org.uk