

### Our Complaints Policy

We are committed to providing a high-quality service to all our clients and we are constantly striving to improve our standards.

If you are dissatisfied with the level of service you have received, we need you to write to us so that we can find a solution to your problem. You should send details of your complaint to Natalie Kedge.

What will happen once we receive your written complaint?

- We will send you a letter acknowledging receipt of your complaint within seven days of us receiving your complaint. If necessary, we will ask you to provide us with further details/information. We will also let you know who will be handling the matter.
- We will start to investigate your complaint. This will normally involve us reviewing the matter file and speaking with the legal adviser(s) who acted on your behalf.
- Following our investigation, we will send you a response within 28 days from the date of your original complaint or, where we have asked you for further information, within 14 days of our receiving that information from you. Our final response will state the outcome of our investigation. If we require more time to investigate the matter, we will notify you and confirm when we will contact you next.
- If you are not satisfied by our response, we will refer the matter to a solicitor in another practice to review the decision. We shall supply you with the details of this solicitor at the time.
- We will write to you within seven days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

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.

The address to contact is: PO Box 6806, Wolverhampton, WV1 9WJ

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) Tel: 0300 555 0333



### **How and when a complaint can be made to the SRA**

The SRA work with solicitors to make sure that we comply with their principles, to make sure we behave independently, fairly and with integrity to best serve the interest of our client and the public interest. Please note that the SRA do not deal with issues of poor service, if your complaint is in relation to service you would need to follow our internal complaints procedure as listed above. If you are still not satisfied you have a right to bring a complaint to the Legal Ombudsman.

### **When can you make a complaint to the SRA**

The SRA deal with cases where firms have breached SRA Principles. You should report the matter directly to the SRA if you think we or anyone regulated by the SRA has breached an SRA Principle.

### **The Principles**

There are seven Principles that law firms must meet. This means that they must act:

- In a way that upholds the constitutional principle of the rule of law and the proper administration of justice
- In a way that uphold public trust and confidence in the solicitors' profession and in legal services provided by authorised persons
- With independence, honesty & integrity
- In a way that encourages equality, diversity and inclusion.
- In the best interests of each client.

You can also report a firm regulated by the SRA for non-payment of professional fees (such as agent or expert fees) if:

- You have a county Court judgment in respect of the fee, and
- the judgment relates to the practice in connection with providing a legal service.
- The SRA has stopped authorising solicitors who wish to act as an Insolvency Practitioner. If your complaint is in connection with the solicitor's appointment under the Insolvency Act 1986 please contact the Recognised Professional Body that is now authorising the individual. If the solicitor has taken an appointment and is not authorised by a Recognised Professional Body then he or she may be committing a criminal offence.

### **How to Report a Solicitor or firm to the SRA**

To make a report against a solicitor or firm visit <https://www.sra.org.uk/consumers/problems/report-solicitor>, to download the SRA Report Form and further information on where to send your report. The SRA will aim to acknowledge all initial reports of information within 20-30 working days.

