

## **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 write to the firm's complaints manager, who is Mr Jay Shah at our Market Deeping office, 11 Market Place, Market Deeping, Lincolnshire PE6 8EA. You can also telephone him 01778 341494. If we have to change any of the timescales set out below we will let you know and explain why.

## **Definition of a Complaint**

Double and Megson defines a complaint as an oral or written expression of dissatisfaction which alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience or other detriment.

## **What Will Happen Next?**

1. 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 file of your instructions and asking the person who had the conduct of your matter and any other personnel involved to comment.
3. If appropriate we will then invite you to meet the firm's Client Care Partners (CCP) 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 working 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 the CCP's views on the situation and any redress we may offer.

4. Within 5 working days of any meeting we will write to you to confirm what took place and any resolution that we have agreed with you.
5. At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. We would generally aim to do this within 14 working days.
6. We will let you know the result of the review within 5 working 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 the name and address of The Legal Ombudsman. If you are still not satisfied, you can contact them about your complaint. We very much hope that this will not be necessary.

## **Legal Ombudsman**

The Legal Ombudsman is an independent organisation established by the Solicitors Regulation Authority (“SRA”) to deal with complaints against Solicitors. The SRA is the Solicitors’ professional body which has powers and responsibilities to ensure that all Solicitors observe proper standards of behaviour and provide professional services of an adequate standard.

The Legal Ombudsman may:-

- Investigate the quality of professional service supplied by a solicitor to a client.
- Investigate allegations that a solicitor has breached rules of professional conduct.
- Express a view on whether a solicitor’s charges are fair and responsible.

The Legal Ombudsman will not:-

- Determine whether a solicitor has been negligent.
- Give legal advice or tell a solicitor how to handle a case.
- Review the outcome of a court case.

Before it will consider a complaint the Legal Ombudsman generally requires that the firm’s internal Complaints Procedure has been exhausted. If it is necessary to involve the Legal Ombudsman it may take up to six months from the end of the firm’s procedure. If the Legal Ombudsman is satisfied that the firm’s proposals for resolving a complaint are reasonable, it may decline to investigate further.

The Legal Ombudsman address is PO Box 6806, Wolverhampton WV1 9WJ; telephone the helpline on 0300 555 0333 or view their website at <http://www.legalombudsman.org.uk>