

# Complaints and Client Feedback Policy

## Our commitment to you

We are committed to providing the very highest quality of service to our clients. If something goes wrong (or you think something has gone wrong) or even if you just feel we could have done better, we want you to tell us about it so that we can address the issue with you and resolve the matter to your satisfaction. Your feedback helps us to continuously improve our service delivery. It counts.

## How to make a complaint

If you are unhappy with any aspect of the service which you have received or the costs which you have been charged, we would ask you to raise your concerns immediately with the person who has had conduct of your matter (**relevant fee-earner**).

However, if:

- having raised the matter with the relevant fee-earner, you remain dissatisfied; or
- you do not wish to raise the matter with the relevant fee-earner (for instance the complaint concerns them),

you may request that the matter be referred to the complaints partner for your matter (**Complaints Partner**) who will investigate your complaint and report back to you. The identity of the Complaints Partner will have been identified in the engagement letter for your matter.

We do not charge you for handling a complaint, although unpaid bills may attract interest.

## Complaints About Fees

If your concern relates to a bill, then you may have the right to apply to the Court for an assessment of the bill under Part III of the Solicitors Act 1974. Please note that applying to the Court for an assessment may affect your rights before the Legal Ombudsman (see below), who may decide not to consider any complaint you may have about a bill which has already been referred for assessment.

## The Legal Ombudsman

The Legal Ombudsman is an independent body set up to resolve complaints concerning legal services.

To make a complaint to the Legal Ombudsman you **must**:

- be a member of the public, a small business<sup>1</sup>, charity, club or trust.
- usually allow us to respond to your complaint first. The Legal Ombudsman will not

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<sup>1</sup> The Legal Ombudsman is able to investigate complaints about services provided to small businesses – provided that they meet the criteria for being considered a micro-enterprise at the point when the complaint was made.

normally accept your complaint unless eight weeks have passed since you first raised your complaint with us.

- make your complaint within six months of our final decision or within six years of the act or omission which you are complaining about (or within three years of becoming aware of it). This is important, failure to do so may mean you lose your right to complain to the Legal Ombudsman.

You can contact The Legal Ombudsman:

- by telephone: 0300 555 0333
- by post at PO Box 6806, Wolverhampton, WV1 9WJ
- by email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

### **The Solicitors Regulation Authority**

We are authorised and regulated by the Solicitors Regulation Authority and if your concern relates to our conduct you may wish to make a complaint to The Solicitors Regulation Authority.

You can contact the Solicitors Regulation Authority:

- By post at SRA Report, The Cube, 199 Wharfside Street, Birmingham, B1 1RN or DX 720293 BIRMINGHAM 47
- By telephone: 0370 606 2555
- By email: [reports@sra.org.uk](mailto:reports@sra.org.uk)