



Residential Property | Leasehold Reform
Commercial Property | Private Client



CLIENT COMPLAINTS PROCEDURE

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong or we fall short of your expectations, we would like you to tell us so that we can try to put things right for you. This will also help us to improve our service standards in the future.

Our complaints procedure

If you have a complaint, contact us with the details. Ideally, we would like this to be in writing.

Who should you contact?

In the first instance, you should contact the person who has been dealing with your matter. He or she will try hard to address your concerns and agree with you a solution and the best way forward.

If you are not happy after that stage or you would rather not contact the person dealing with your matter about your concerns or complaint, you should contact our Practice Manager.

What will happen next?

1. Within 3 working days of the receipt of your complaint, we will send you a letter acknowledging your complaint, possibly asking you to confirm or explain the details set out in our letter.
2. There may be certain circumstances that do not enable us to acknowledge receipt of your complaint within 3 working days. We will explain those circumstances when we do acknowledge your complaint. You will receive a copy of our complaints handling procedure at the time we acknowledge your complaint.
3. Complaints received by us in writing i.e. letter or email or are dealt with by someone other than the person with the day-to-day responsibility for your work are treated as formal and are therefore, subject to central supervision by Mark Adcock the Director nominated to deal with all matters concerned with service quality and client complaints.
4. The acknowledgement letter we send to you will provide information about how your complaint will be resolved including:
 - The name of the person dealing with your complaint
 - The process the person named above will go through to investigate your complaint including as appropriate, one or more of the following options
 - A request for you to provide written confirmation of the circumstances of your complaint [particularity if your complaint was not received in writing initially]
 - Invitation to a meeting to discuss your complaint – you may refuse this invitation but it may be helpful in establishing facts and finding an acceptable resolution for you.



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- Meeting with the lawyer concerned to discuss your complaints
- Inspection of the file of papers relating to your matter
- Timetable of events leading to resolution of your complaint
- We will carry out these investigations with a view to responding, with our findings and suggestions for a resolution of the issues arising, within 28 working days.
- There may be circumstances where it is not possible to respond fully to you within 28 working days. We will provide you with the reasons for this together with a revised time frame for our response.
- All matters connected with your complaint will be recorded centrally for future review to ensure that it was handled effectively and efficiently.
- If at any point during this process you are not happy with how your complaint is being handled or the time frame we have set out for you, please contact us immediately.
- When we have agreed the resolution to your complaint we will confirm this in writing and then carry out the agreed actions within the agreed timeframe.

What if you're still not satisfied?

We will try very hard to deal with any complaints or dissatisfaction about our service. If you remain unhappy after the initial response by either your case handler or the Practice Manager you may ask Mark Adcock to review the matter (unless the complaint is about him in which case Hedley Adcock will handle the review). If after that you still remain dissatisfied you can refer the matter to the Legal Ombudsman. This is the independent body that reports direct to the Legal Services Board about all complaints about legal services.

The ombudsman can be contacted by telephone on 0300 555 0333, by email on enquiries@legalombudsman.org.uk or by writing to Legal Ombudsman PO Box 6080 Wolverhampton WV1 9WJ.

You should note that the Legal Ombudsman will only investigate complaints against solicitors after 8 weeks has elapsed since you received the last contact from us about your complaint. In any event, you must contact the Legal Ombudsman within 6 months of the last contact from us about your complaint. The Ombudsman will only usually investigate complaints in relation to matters where the cause for complaint was known after the 5th of August 2010 and the facts giving rise to the complaint arose within 6 years of the act or omission or 3 years from when you should have reasonably known about the complaint.

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