

Family Law Consultancy
COMPLAINTS PROCEDURE
Information for clients

We are committed to providing a high-quality legal service to all our clients and we hope that you will be happy with our work. However, if you do feel that something has gone wrong, we need you to tell us about it so we can do our best to resolve the problem. This will also help us to improve our standards. If you have made or wish to make a complaint, then please follow the procedure set out below. Please note, making a complaint will not affect how we handle your case.

Step 1

In the first instance, please notify details of your complaint to the person dealing with your matter. That person will aim to acknowledge your complaint within 5 working days and send you a copy of this policy. Your complaint will also be entered into our central complaints register. The person dealing with your matter will then aim to respond to the matters raised in your complaint fully within a further 10 working days.

Step 2

If following the above procedure your complaint remains unresolved, please notify us by writing to Mr Robin Wide, who has been appointed as a Director in the firm to deal with any complaints that cannot be resolved informally or under Step 1 above.

Mr Wide (but in his absence, or if your complaint concerns Mr Wide), Mrs Stephanie Walmsley, who is also a Director in the company, will then start to investigate your complaint. This will normally involve the following steps:

- Review of your file
- Discussion with the member of staff who acted for you

We will then proceed in one of the following two ways. Either:

- a. Mr Wide or Mrs Walmsley will send you a detailed reply to your complaint. If appropriate, this will include our suggestions for resolving the matter. We will aim to do this within 10 working days of you letting us know that you remain unhappy, or
- b. Mr Wide or Mrs Walmsley will invite you to meet with them to discuss the complaint. Within 10 working days of the meeting, Mr Wide or Mrs Walmsley will write to you to confirm what took place and set out any proposals to resolve your complaint or confirm what will be done, if agreement was reached at the meeting.

Step 3

If you remain dissatisfied thereafter, you should write to Mr Wide or Mrs Walmsley, depending on who has been handling your complaint thus far. Your representations will be considered, and the file will be reviewed again. We will aim to reply to you within 10 working days from receipt of your letter, at which time we will confirm our final position on your complaint and explain our reasons.

At the end of our internal procedure, if you are still not satisfied, you are then entitled to refer your complaint to:

- 1) The Legal Ombudsman. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman's contact details are as follows:

Address: PO Box 6806 Wolverhampton, WV1 9WJ

Telephone number: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk.

- 2) The Solicitors Regulation Authority. The SRA can help if you are concerned about our behaviour. This can be for things such as alleged dishonesty, misappropriating or losing your money, or treating you unfairly because of your age, disability, or other characteristic.

The SRA's details are as follows:

Address: Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN

Telephone: 0370 606 2555

Email: contactcentre@sra.org.uk

Website: <https://www.sra.org.uk/consumers/problems/report-solicitor/>

Timescales

Our firm's policy is to treat all complaints received as a priority and we have indicated above the expected timescales for investigating and responding to complaints. Sometimes, a full response may take longer if the matter is complex. If we do have to change any of the timescales above, we will let you know and explain the reason. We will in any event respond within a period of 8 weeks from receipt of the details of your complaint. As stated above, making a complaint will not affect how we handle your case.