

# COMPLAINTS

## Policy & Procedure



## 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 in relation to our service or our bill, please contact one of the following Complaints Partners, who are responsible for dealing with client care issues.

**Jeff Pearson**, our Chief Executive  
Capital Quarter No. 4  
Tyndall Street,  
Cardiff  
CF10 4BZ

or

**David Williams**, our Chairman  
The Arc,  
Enterprise Way,  
Nottingham,  
NG2 1EN

You can contact them by post at the appropriate address stated.

## What will happen next?

### Step 1 - Acknowledgement

We will send you a letter or email acknowledging receipt of your complaint within a maximum of 3 days of us receiving the complaint, enclosing a copy of this procedure.

### Step 2 - Investigation

#### Complaint about a bill

If your complaint is about one of our bills, the Complaints Partner will ensure that you are provided with an initial response within 21 days of sending you the acknowledgement letter detailing the following:

The basis upon which we agreed to charge our fees;

- A summary of the time spent on the matter (where relevant); and
- Answers to any specific queries you raise in your complaint.

#### Other complaints

We will investigate your complaint. This will normally involve asking the relevant Team Leader or another independent partner in the relevant Team to review your file and to speak to the member of staff who acted for you. If your complaint relates to a matter where the

file has been closed we may need to obtain your file from our archive storage facility, which may take 1-2 days.

We will endeavour to send you an initial reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgment letter. Where we are unable to respond within 21 days we will notify you of this and in any event will send you our initial response within 42 days of sending you the acknowledgment letter.

If the Complaints Partner considers that the matter has already been investigated by the Team Leader or another independent partner prior to you making your complaint then he may dispense with this Step 2 and proceed to a review under Step 3. He will notify of this decision.

### **Step 3 - Review**

At this stage, if you are still not satisfied, you should contact us again outlining the outstanding issues that you have and requesting a second review. We will arrange for the Complaints Partner to review the initial reply.

He will write to you within 14 days of receiving your request for a second review, confirming our final position on your complaint and explaining our reasons.

### **Step 4 – Legal Ombudsman**

If you are still not satisfied, you can contact the Legal Ombudsman (LeO) at the Office for Legal Complaints on 0300 555 0333, or by writing to PO Box 6806, Wolverhampton, WV1 9WJ. Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

The LeO will not normally deal with complaints unless our complaints procedure has been exhausted and allows us to do this within eight weeks. The LeO asks that you contact his office within six months of receipt of our final response or (if earlier) within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). Please note that the LeO will not handle complaints from large businesses (see the LeO website – [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)).

### **Objecting to our bill(s)**

You may also have the right to object to our bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974.

### **Non-payment to our bill(s)**

You should be aware that the firm may be entitled to charge interest if all or part of our bill(s) remains unpaid.

If we have to change any of the timescales above, we will let you know and explain why.

**August 2020**