



## Our client complaint procedure

### Stage 1

Within two working days<sup>1</sup> of receipt of your written complaint, it will be recorded in our team and central registers. We will send you a letter of acknowledgement and may ask you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. For oral complaints, we will try to deal with the matter on the telephone but if that is not possible we will ask you to put the details in writing and the following procedure will be followed.

### Stage 2

We will then start to investigate your complaint. This may involve one or more of the following steps:

- We may ask the member of staff who acted for you to reply to your complaint direct or we may examine their reply and the information in your complaint file. We may need more information on more complex matters.
- We will aim to send you a detailed written response within two weeks of receipt of your complaint, or
- If we are unable to reply within that period, we will let you have the proposed timetable for response.
- We may ask you to attend a meeting to clarify the issues and attempt resolution.
- If your complaint involves counsel

instructed by us, we will supply details of their complaints process so that you can deal direct or if preferred, we will forward your complaint to counsel's chambers on your behalf.

### Stage 3

If you are not satisfied with our response, we will invite you to a meeting to discuss and hopefully resolve your complaint. Within two working days<sup>1</sup> of the meeting we will write to you to confirm what took place and any solutions that have been proposed.

### Stage 4

If you do not want a meeting or it is not possible to resolve your complaint, you will have two options A or B.

**A.** John Sheath, our Risk and Compliance Partner, will review your complaint personally and suggest a way forward, such as independent mediation.

**B.** If eight weeks have elapsed from the date of your complaint<sup>2</sup>, you may wish to refer this matter to the Legal Ombudsman (LeO) who offers a separate and independent scheme to resolve complaints<sup>3</sup>.

For further details<sup>4</sup> see [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk), or call 0300 555 0333, or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk), or write to LeO at PO Box 6806, Wolverhampton WV1 9WJ.



## Our client complaint procedure

Please note:

1. “working days” means any day other than Saturdays, Sundays and bank/national holidays.
2. Strict time limits apply to the above process. We have eight weeks to try and resolve your complaint to your satisfaction before LeO can become involved. If you remain dissatisfied, you must refer the complaint to LeO within six months from the date of our written reply to your complaint. From 9th July 2015, this time limit will be extended to twelve months.
3. The LeO Scheme covers client complaints or those complaining on behalf of a client who has a complaint. It does not extend to events prior to 6 October 2010.
4. The LeO Scheme is authorised to make recommendations for compensation up to a maximum of £50,000.