



# Our client complaint procedure

## Introduction

Any expression of dissatisfaction about the service you have received from Brachers will be considered seriously and we will ensure that we respond promptly to any complaint fairly, and free of charge.

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided, we want you to tell us. We regard it as an opportunity to monitor and improve our quality of service. We will investigate your concerns objectively and try to reach a positive and speedy solution.

## What you should do if you have a complaint about our service

### Stage 1

If you are not happy with our service, you can raise this with the person normally dealing with your matter, or you can refer your complaint to his/her supervising partner or manager. The name of the supervising partner or manager will be found on your initial correspondence or, if you do not have this, by contacting our Complaints Team at [complaints@brachers.co.uk](mailto:complaints@brachers.co.uk).

Within two working days<sup>1</sup> of receipt of your oral or written complaint, we will send you a letter of acknowledgement and will let you know the name of the person who will be

dealing with your complaint.

We will consider your complaint, carry out an investigation and provide a written response within 10 working days. If the matter is complex and takes longer to deal with, we will contact you within 10 working days to give you an approximate timescale of when we will be able to respond. If we consider it helpful, we may suggest a meeting.

### Stage 2

If your complaint is not resolved to your satisfaction by the steps taken in Stage 1, then it will be referred to our Complaints Partner, Jo Worby, who will carefully examine your complaint together with any response and make such further recommendations, as appropriate, in a further attempt to resolve the same.

### Stage 3

If you are not satisfied with the final response from our Complaints Partner and eight weeks have elapsed from the date of your complaint<sup>2</sup>, you may refer it 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 6167, Slough SL1 0EH.



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### 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** of the date of our final written response to your complaint. You should also be aware that the Ombudsman will consider your complaint if you refer it on to them within either of the following:
    - **one year** from the date of the act or omission being complained about OR
    - **one year** from the date when you should reasonably have known that there was cause for complaint.
- accept a complaint for a full investigation. They have the discretion to dismiss or discontinue all or part of a complaint if they believe:
- a) it does not have any reasonable prospects of success.
  - b) you have not suffered (and are unlikely to suffer) significant financial loss, distress, inconvenience or detriment.
  - c) it is frivolous, vexatious, lacks merit or where there is a compelling reason not to accept it.
  - d) the likely impact, size, complexity, scope, volume of evidence or your conduct render it disproportionate/unreasonable/impossible for the complaint to be investigated.
  - e) you have previously complained about the same issue to them, unless you provide material evidence that is likely to affect the outcome which only became available to you after you submitted the original complaint.
  - f) there has been undue delay in the complaint being raised.

The Ombudsman has discretion to extend the one year time limit for specific customers if, on the evidence, it is fair and reasonable to do so.

3. It is worth considering, whilst it is open to you to submit a complaint to the Legal Ombudsman, they apply strict criteria to determine whether they will ultimately

### Also note:

- a) If, during the course of an ongoing investigation by the Ombudsman, a revised/ increased offer is made by us which is deemed to be fair and reasonable redress and you decide to reject that offer, the Ombudsman has the discretion to dismiss or discontinue all or part of your complaint.



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b) If you have already accepted an offer to settle your complaint made by us during our internal complaint handling process, which is deemed to be fair and reasonable redress, unless there has been some significant intervening act, you will not be able to have that agreement overturned in the hope of securing a preferential outcome by pursuing your complaint via the Ombudsman.

- Phone: 0800 023 4567
- Online complaint forms available via their [website](#)
- Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- Post: Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London, E14 9SR.

For more information on the Legal Ombudsman's rules and requirements, please see their [Scheme Rules](#) dated April 2023.

#### 4. What to do if you are unhappy with our behaviour.

The Solicitors Regulation Authority ('SRA') can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit the '[Reporting an individual or firm](#)' page of their website to see how you can raise your concerns with the SRA.

#### 5. What to do if your complaint relates to an insurance policy

If your unresolved complaint relates to an insurance policy covering your case, you may contact the Financial Ombudsman Service:

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