



## 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.

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, Scott Alexander, 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 6806, Wolverhampton WV1 9WJ.



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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 from the date of our written reply to your complaint, and;
  - no more than six years from the date of act/ omission, or;
  - no more than three years from when you should reasonably have known there was cause for complaint.
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.

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