

## **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, please contact Michael Bauer, our client care partner. If you are willing then he will be happy to discuss your concerns informally to determine whether matters can be resolved.

If you do not wish to raise matters informally or, following informal discussions, this has not resolved matters then we request that you write to us setting out details of your complaint and how you would like your complaint to be resolved.

If we have to change any of the timescales set out below we will let you know and explain why.

## **What will happen next?**

1. Once we have received your complaint, we will send you a letter acknowledging your complaint and may ask you to confirm or explain any details. If it seems appropriate we will suggest a meeting or discussion at this stage. We will also let you know the name of the person who will be dealing with your complaint.
2. We will then record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the relevant file.
3. If appropriate we will then invite you to meet the person dealing with your complaint or arrange to discuss your complaint with that person by telephone. We hope that this will resolve your complaint. We would hope to be in a position to arrange this initial meeting/discussion no longer than 14 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write to you setting out our views on the situation and any redress that we would feel to be appropriate.
4. Within four days of any meeting/discussion we will write to you to confirm what took place and any suggestions that we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, please let us know why you remain dissatisfied with the outcome. Again, we may request that you put your reasons in writing. We will then arrange to review our decision. We would generally aim to do this within 10 days. This will happen in one of the following ways.
  - Michael Bauer will review his own decision.
  - We will arrange for someone in the firm who has not been involved in your complaint to review it.
6. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. We will also confirm the name and address of the Legal Ombudsman and the time limits for complaining. If you are still not satisfied, you can contact them about your complaint. We very much hope that this will not be necessary. You have 6 years from the date of the act or omission that has caused the complaint or three years from when you should have known about the complaint to submit the complaint. However, you must submit any complaint within 6 months of your last contact with us within the complaints

procedure as long as we have informed you fully about your right to complain to the Legal Ombudsman. The Legal Ombudsman ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)) can be contacted by phone on 0300 555 0333, by email at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or by post at Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.

The Solicitors Regulation Authority 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 their website ([www.sra.org.uk](http://www.sra.org.uk)) to see how you can raise your concerns with the Solicitors Regulation Authority.