

Complaints Policy

1. The firm's policy is to seek to resolve any complaints in a timely and constructive manner.
2. Initially, clients are encouraged to seek to resolve any concerns directly with the fee earner/supervising partner dealing with the matter in question.
3. If matters cannot be resolved, as set out in the firm's standard client care letter, the client should contact the firm's Complaints Partner.
4. Upon receipt of notification of a complaint by the Complaints Partner, a written acknowledgment of receipt should be dispatched by the Complaints Partner within 5 working days.
5. If the complaint is made orally/in person, the complainant should be requested to set out the bases for their concerns in writing.
6. It is recognised that, dependant upon the complexity of each complaint and other relevant factors, such as whether the fee earner in question is readily available, different complaints may require differing time periods for investigation and communication of the Complaints Partner's response. However, in general, the firm should seek to investigate and respond substantively to any complaint made within 20 working days of receipt.
7. Complainants should be offered, where appropriate, following communication of the firm's response, to attend a meeting to discuss any matters arising with the Complaints Partner and the fee earner/s about whom the complaint has been made.
8. Clients are advised in the firm's standard terms of business letter that should they not be able to resolve any matter, they have the right to contact the Legal Ombudsman. Complainants should be reminded of this at the time the substantive response is sent by the Complaints Partner to a complaint. The firm's policy is to encourage clients to seek to have any complaint reviewed and resolved internally by the firm, prior to referral to the Legal Ombudsman.

Reporting a matter to the SRA

If the Legal Ombudsman thinks your case involves a breach of the SRA Principles, they will refer your case to the SRA. The SRA does not have the power to award compensation for poor service, or to reduce or refund your legal fees. However, you can report a matter directly to the SRA if you think that we have breached an SRA Principle.

How to report a solicitor or firm to the SRA

- set out your concerns clearly;
- identify individuals you consider responsible;
- attach any evidence you have in support.

<https://www.sra.org.uk/consumers/problems/report-solicitor/>
