

## Annex G

# Complaints Handling Policy

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### Our Complaints Policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need our clients to tell us about it. This will help improve our standards. Whenever possible, please raise any initial client care problems with the person acting on your case to give them the opportunity of resolving matters with you. Often, matters can be quickly resolved in this way.

If you are unhappy about any aspect of the service you have received, or about the bill, please contact us by post to our office at Royal Oak Chambers, 190 Victoria Street, Grimsby, DN31 1NX, telephone 01472 355262 or email [office@rforeman.com](mailto:office@rforeman.com). We have a procedure in place which details how we handle complaints as follows:

### Our Procedures

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will investigate your complaint. This will normally involve passing your complaint to our Miss Perrin, who will review your matter file and speak to the member of staff who acted for you.
3. Miss Perrin will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of that meeting, she will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting, or it is not possible, you will be sent a detailed written reply to your complaint, including the suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner within the firm to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. Contact details are as follows:

Address:	PO Box 6806, Wolverhampton WV1 9WJ
Telephone:	0300 555 0333
Email:	<a href="mailto:enquiries@legalombudsman.org.uk">enquiries@legalombudsman.org.uk</a>
Website:	<a href="http://www.legalombudsman.org.uk">www.legalombudsman.org.uk</a>

Any complaint to the Legal Ombudsman must normally be made within the following timescales:

- a) Six years from the date of the act or omission about which the client is complaining occurred, **or**
- b) Three years from the date the client should reasonably have known there were grounds for complaint (if the act/omission took place before 6<sup>th</sup> October 2010 or was more than six years ago), **and**
- c) Within six months of receiving a final written response from the firm about the complaint.

In relation to a) and b) the act/omission, or when the complainant should reasonably have known there was cause for complaint, must have been after 5<sup>th</sup> October 2010.

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We would hope that this does not become necessary and that we can resolve matters between ourselves. If this is not the case however, we would be happy to provide you with the necessary information to make such a complaint. If we have to change any of the above timescales, we will let you know and explain why.

#### **Alternative dispute resolution**

Alternative complaints bodies exist which are competent to deal with complaints about legal services should both you and our firm consent to use such a scheme. In the event that you wish to use an alternative complaint body you should advise us and we will then state if we agree.

#### **Complaints in relation to bills**

The procedure above also applies to complaints arising concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; The Legal Ombudsman may not consider a complaint about a bill if you have applied to the Court for assessment of that bill.

#### **Raising concerns with our regulator**

The Solicitors Regulation Authority (SRA) can help you 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. You can find information about raising your concerns with the SRA at [www.sra.org.uk](http://www.sra.org.uk) in the 'For the public' section.