

# Complaints and Client Feedback Policy

## Our commitment to you

We are committed to providing the very highest quality of service to our clients. If something goes wrong (or you think something has gone wrong) or even if you just feel we could have done better, we want you to tell us about it so that we can address the issue with you and resolve the matter to your satisfaction. Your feedback helps us to continuously improve our service delivery. It counts.

## How to make a complaint

If you are unhappy with any aspect of the service which you have received or the costs which you have been charged, we would ask you to raise your concerns immediately with the person who has had conduct of your matter (**relevant fee-earner**).

However, if:

- having raised the matter with the relevant fee-earner, you remain dissatisfied; or
- you do not wish to raise the matter with the relevant fee-earner (for instance the complaint concerns them),

you may request that the matter be referred to the complaints partner for your matter (**Complaints Partner**) who will investigate your complaint and report back to you. The identity of the Complaints Partner will have been identified in the engagement letter for your matter.

We do not charge you for handling a complaint, although unpaid bills may attract interest.

## Complaints About Fees

If your concern relates to a bill, then you may have the right to apply to the Court for an assessment of the bill under Part III of the Solicitors Act 1974. Please note that

applying to the Court for an assessment may affect your rights before the Legal Ombudsman (see below), who may decide not to consider any complaint you may have about a bill which has already been referred for assessment.

## **The Legal Ombudsman**

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you **must** take your complaint to the Legal Ombudsman:

- within six months of receiving our final response to your complaint

### **and**

- no more than one year from the date of the act or omission being complained about; or
- no more than one year from the date when you should reasonably have known that there was cause for complaint.

For more information [contact the Legal Ombudsman](#).

## **The Solicitors Regulation Authority**

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 to see how you can raise your concerns with the [Solicitors Regulation Authority](#).