

# **CLIENT COMPLAINTS HANDLING PROCEDURE**

We are committed to providing a high-quality legal service to all our clients and pride ourselves in being friendly, approachable and helpful. It is therefore important that you raise any concerns you may have with us immediately so that we may address them. This will help us to improve our standards.

Should you have cause for complaint, please contact the person dealing with your matter or a director of the firm at the earliest opportunity with relevant details, ideally in writing.

## **Informal Resolution:**

In the first instance, we will seek to resolve your complaint informally. This can take a number of forms including telephone discussions between you and the person who provided you with the service and/or a director, meetings, correspondence or mediation.

If informal attempts to resolve the dispute do not work, we shall refer the matter to our Client Care Director, Mr. Noor to handle the matter under a formal process.

Mr Noor can be contacted at Midland House, 77 Huddersfield Road, Mirfield, WF14 8BL.

Unless the parties agree to extend time further, if a dispute has not been resolved informally within 15 working days of the date of receipt of your complaint, we shall refer the matter to our formal complaints process.

## **Formal Complaints Process:**

We aim to keep all our Clients happy and we hope that the service you receive from us meets your expectations. However, we are realists and understand that sometimes things happen outside of our control which may lead to complaints.

We aim to handle any queries and complaints as quickly and sensitively as possible.

If at any time you would like to discuss with us how we can improve the services we provide or if you have a complaint about them, please initially speak with the person handling your Matter for you.

If this does not resolve the problem to your satisfaction, then you may contact our Client Care Director, Mr Noor, whose contact details will be on your Engagement Letter, and they will investigate the matter on your behalf.

## **What will happen next?**

The timescales shown are from the date of receiving your complaint.

We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. At the same time, we will record your complaint in our central register and open a separate file for your complaint. We will do this within 7 days of receipt of your complaint.

We will then start to investigate your complaint and the complaint will be sent to the Client Care Director, who will ask the member of staff who acted for you to send his or her reply to your complaint to the and the Client Care Director will examine the member of staff's reply and respond within 21 days.

Having received the written response of our Client Care Director you are invited to contact us within 5 days of receipt of the Client Care Director's

written response and if you require a meeting to discuss and hopefully resolve your complaint following your request we will endeavour to arrange a meeting within 2 weeks of your request.

Within 7 days of the meeting the Client Care Director will write to you to confirm what took place and any solutions they have agreed with you. At this stage, if you are still not satisfied you can contact us again. We will then arrange to review our decision. This will happen in one of the following ways:

- Another Senior Officer in the firm will review the Client Care Director's decision within a further 14 days. We have eight weeks to consider your complaint.

### **What to do if we cannot resolve your complaint?**

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 a final response 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.

If you would like more information about the Legal Ombudsman, please contact them.

### **What to do if you are unhappy with our behaviour?**

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.