

*Appendix 8e Client Complaint Information*  
**Client Complaint INFORMATION**

**Policy**

We take very seriously all expressions of dissatisfaction from our clients. If you have received this leaflet, it is likely that you have already expressed your concerns verbally or in writing to your solicitor, their Supervisor, or the Partner responsible for dealing with complaints, as already notified to you. This leaflet explains our procedures for handling complaints to ensure that each complaint is dealt with swiftly in an attempt to reach an amicable and satisfactory solution.

**Reporting & Investigation Responsibilities**

Informal verbal complaints should be addressed to your solicitor in the first instance. If you are not satisfied with their proposals, then the matter should be taken up with the Partner responsible for their work. The name of that Partner will have been given in your initial client care letter, but if you are unable to locate this, you can ask your solicitor or a member of our support staff. If the matter cannot be resolved informally with your solicitor, it would assist investigations if you were to fully detail your concerns in writing so there is less room for misunderstanding your concerns and requirements.

**Response Times**

Written complaints will be acknowledged within 7 days of receipt whereby the name of the person responsible for handling the complaint will be confirmed. A full reply will be sent as soon as the matter has been investigated and our proposals for dealing with your concerns have been agreed upon. In any case, we will always endeavour to provide a full response within 21 days. If that is not possible, an interim response will be given explaining why it is not possible to meet this deadline, when we expect our investigations to be completed and a response finalised.

**Unresolved Issues**

If you are not satisfied with the handling of your complaint you can ask the Legal Ombudsman to consider the complaint. Normally, you will need to bring the complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

The Legal Ombudsman contact details are as follows:

- Address: Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ
- e-mail: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- Telephone: 0300 555 0333
- Minicom: 0300 555 1777

**Management**

All complaints (written or verbal) are recorded and logged centrally to enable us to detect recurring problems and trends. As necessary, we will implement corrective action in response to individual complaints and improvement measures to prevent adverse trends and correct recurring problems. In this manner, we aim to constantly improve the service we provide.