

## Complaints procedure

Issue date and version	22 January 2024 v2.6	Responsible person	Head of Knowledge and Information Management
Document manager	Document Manager	Risk owner (approver)	Head of Risk and Compliance

### 1 Our aim in dealing with your complaint

We are committed to providing a high quality legal service to all our clients. When something goes wrong, we need you to tell us about it, as we take all complaints very seriously. It is important to us to learn if the level of our service does not meet your reasonable expectations so that we can deal with your complaint and this will help us improve and maintain our standards.

The firm's Head of Risk and Compliance (Claire Ainley) has overall responsibility for complaints.

### 2 Our complaints handling procedure

If you have a complaint, please contact us with the details. As set out below, we have a maximum of eight weeks to consider and respond to your complaint. If we have not resolved it within this time, you may complain to the Legal Ombudsman or the Solicitors Regulation Authority (SRA), depending on the nature of your complaint. Refer to section 3.8 below for information about how and when to make a complaint to the Legal Ombudsman or the SRA.

### 3 What will happen next?

- 3.1 We will send you a letter or an email acknowledging receipt of your complaint within five working days of receiving it, enclosing a copy of this procedure.
- 3.2 Claire Ainley will then start the investigation of your complaint. This will normally involve passing your complaint to the supervising partner who will review your file and speak to the person who acts or acted for you. If your complaint is about the supervising partner, Claire Ainley will review your file and speak to the person who acts or acted for you.
- 3.3 In either case, the partner dealing with your complaint will then invite you to a meeting to discuss and hopefully resolve your complaint. They will do this within 14 days of sending you the acknowledgement letter.
- 3.4 If you attend a meeting, then within seven days of the meeting the partner dealing with your complaint will write to you to confirm what took place and any solutions they have agreed with you.
- 3.5 If you do not want a meeting or it does not take place for some other reason, the partner dealing with your complaint will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
- 3.6 If on receipt of this letter you believe that your complaint is still not fully resolved, you should contact Claire Ainley again and she will arrange to review the earlier decision. You can, of course, ask to meet that person to explain your concern(s).

3.7 They will write to you within 14 days of receiving your request for a review or any further meeting with you (if later), confirming our final position on your complaint and explaining our reasons.

3.8 If you are still not satisfied, you may complain to either the Legal Ombudsman or the SRA.

If your complaint is about the service we have provided, you may contact the Legal Ombudsman. The address to contact is PO Box 6167, Slough SL1 0EH.

From 01 April 2023, you may ordinarily refer a complaint to the Legal Ombudsman no later than one year from the date of the act or omission giving rise to a concern, or no later than one year from when you should have realised there was cause for complaint.

You will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquires@legalombudsman.org.uk](mailto:enquires@legalombudsman.org.uk).

#### 4 Review

This policy is subject to the Firm's *Quality documents standard* and *IMS documents policy*, and is reviewed at least annually.

#### Contacts

<b>Head of Risk and Compliance</b>	Claire Ainley 0117 925 2020 or <a href="mailto:compliance@vww.co.uk">compliance@vww.co.uk</a>
------------------------------------	---