Complaints procedure

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 Risk and Compliance Lead Solicitor (Maria Hill) 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 If you wish to discuss your complaint with a member of the Compliance and Practice Standards team, please let us know within two days of receipt of our acknowledgement letter or email, and we will arrange for a call or a meeting with you, as appropriate, within 14 days.

3.3 If you do not communicate that you wish to discuss the matter with us in the first instance, the Compliance and Practice Standards team will then start the investigation of your complaint. This will normally involve a review of your file and a discussion with the supervising partner. If your complaint is about the supervising partner, the Compliance and Practice Standards team will review your file and speak to the person who acts or acted for you.

3.4 If you attend a meeting, or we discuss the matter by telephone, we will write to you within 14 days of the discussion to confirm the outcome.

3.5 If you do not want a meeting, or it does not take place for some other reason, we will aim to send you a detailed written reply to your complaint, including our conclusions for resolving the matter, within 28 days of sending you our acknowledgement letter or email.

3.6 If on receipt of the reply referred to at 3.4 or 3.5 above (whichever applies) you believe that your complaint is still not fully resolved, you should contact Maria Hill again and she will arrange to review the earlier decision. You can, of course, ask to discuss the matter with her, explain your concern(s).

3.7 Maria Hill 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 after eight weeks from the date you communicated your initial concerns to the Compliance and Practice Standards team, 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.

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.

If your complaint is about the way in which we have provided our services to you, or if you have a concern about our professional conduct, you can raise your concerns at any time with the SRA (https://www.sra.org.uk/consumers/problems/report-solicitor.page). The telephone number to contact is 0370 606 2555.

4 Review

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