

## **My Complaints Procedure**

I write to set out details of my firm's complaints procedure. I am always unhappy to hear of any complaint about this firm and wish to do whatever I can to resolve a complaint.

You may have already have written with a complaint in which event this letter will apply. Alternatively, if you have a complaint but have not registered this with us then please write to me with the details. In the alternative, I am happy to deal with the matter informally and discuss the complaint with you on the telephone in an attempt to resolve the matter without dealing with the formal procedures set out below.

### **What will happen next?**

1. I will try to deal with your complaint and provide you with a full response within 10 working days of receipt. I will normally ensure that the following time periods will be complied with although this may not always be possible. Should I require any further information from you, then I shall write to you as soon as possible. I will normally deal with the entirety of your complaint, although I may also refer to other fee earners within this firm should the complaint not be within my specialist fields. If they are unable to deal with that, then I might also refer to external solicitors for assistance.
2. I will record your complaint in my central register and open a file for your complaint. I will do this as soon as possible after receiving your complaint.
3. I will then start to investigate your complaint. This may involve one or more of the following steps:
  - (a) If I acted for you, I will consider your complaint again. I will then send you my detailed reply or invite you to a meeting to discuss the matter. I will do this within 10 working days as indicated above.
  - (b) If someone else in this firm acted for you, I will ask them to give me their reply to your complaint within 5 working days which will normally involve speaking to them and reviewing the papers as necessary. I will then examine their reply and information in your complaints file. I will do this within 5 working days of receiving their reply and write to you with my written response to your complaint (again a total period of 10 working days).
4. If you remain unsatisfied with the response, then I will write to you inviting you to meet me and discuss and we can then hopefully resolve your complaint. I will do this within 3 working days of receiving your letter confirming that you are dissatisfied.
5. Within 3 working days of the meeting, I will write to you to confirm what took place and any solutions I have agreed with you. If you do not want a meeting, or if this is not possible, I will send you a detailed reply to your complaint. This will include my suggestions for resolving the matter. I will do this within 5 working days of completing my investigation.
6. At this stage, if you are still not satisfied, you can write to me again. I will then arrange to review my decision. This may happen in one of the following ways:
  - (a) I may review the decision myself within 5 working days.
  - (b) I may arrange for someone who is not concerned with the complaint to review my decision. I will do this within 10 working days.

- (c) I may ask another independent local Solicitor to investigate your complaint and report to me. I will ask them to deal with this within 10 working days and provide you with a response.
- (d) I will ask my local Law Society to review your complaint within 10 working days.
- (e) I will invite you to agree to an independent mediation within 5 working days. I will let you know how long this will take.

In respect of point (c), if I believe the matter will take longer than 10 working days, then I will advise you of how long the process will take.

- 7. I will let you know the result of the review within 5 working days of the end of the review. At this time I will write to you confirming my final position on your complaint and explaining my reasons. I will also give you the name and address of the Legal Ombudsman. If you are not satisfied with our handling of your complaint, you can ask the Legal Ombudsman, PO Box 15870, Birmingham B30 9EB, telephone 0300 555 0333; e-mail [Enquiries@LegalOmbudsman.org.uk](mailto:Enquiries@LegalOmbudsman.org.uk) to consider the complaint. Normally, you will need to make a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.
- 8. If I have to change any of the timescales above, I will let you know and explain why.

Yours sincerely

**Kit Tomkinson**