

## COMPLAINTS PROCEDURE

Our objective is to provide the highest level of legal service to clients. We trust that you will be satisfied with all aspects of the service you receive from us, but you do have the right to complain should you feel dissatisfied in any way.

Should a concern or problem arise, it is in the best interest of all involved to resolve these at the earliest opportunity. As such, if something goes wrong or at any point you become unhappy or concerned about the service, then you should contact the person you have been dealing with in the first instance to discuss this, so that they can do their best to resolve the problem. This helps the standards and service delivery to all clients to be continually improved.

### Formal complaints

Formal complaints can be made by the method which makes you most comfortable whether that be by telephone, email or by letter. If you make your complaint in writing, it should be addressed to our Complaints Partner, Oliver Saxon, and clearly marked as a 'Complaint'.

Oliver's contact details are:

- T: 01724 642 842
- E: [info@tytolaw.co.uk](mailto:info@tytolaw.co.uk)

The Complaints Partner may give authority to a senior manager or supervisor to open and deal with complaints on their behalf.

### Next steps:

1. Within 7 days of receipt of the complaint, you will be sent, in writing:
  - a. Confirmation that the complaint has been received;
  - b. The name of the person appointed to deal with the complaint;
  - c. A description of that person's role in the business;
  - d. A copy of this Complaints Procedure; and
  - e. The date by which you will next be contacted and by whom.
2. You may also be asked to confirm or explain the details set out in your complaint. Any verbal conversations concerning your complaint will be confirmed in writing.
3. Your complaint will be investigated fully so that a fair outcome can be achieved.
4. It may be the case that more information is requested from you, to allow your concerns to be better addressed. This will happen within the initial 7 days of receiving the complaint.
5. As part of the investigation into the complaint, the Complaints Partner or person appointed for this purpose, will need to liaise with the person with conduct of the matter for the business and the person making the complaint, discuss the issues raised with each (so far as each is willing to do so) and will seek to reach agreement on a fair resolution of the complaint. Given that each complaint will depend on the facts, we cannot specify an exact timescale for how long this step will take but we will deal with the complaint as efficiently and effectively as possible.
6. Within 3 days of completing the investigation, you will be sent a detailed reply to your complaint. This will include suggestions for the resolution of the matter.

7. Once you have considered the reply, if you are still unsatisfied you should get back in contact. A review of the decision and suggestion for resolution will be arranged, with an independent barrister or solicitor or legal complaints specialist. This will be completed within 14 days from the date of the request for a further review.
8. Once the independent review has concluded, we will write to you with confirmation of the final position on your complaint, along with the reasons. This will be completed within 3 days of us receiving the outcome of the independent review. You will also be provided with the name and address of the Legal Ombudsman. If you are still not satisfied, you can contact them about your complaint (see below).

If any of the timescales above need to be altered, you will be informed and provided with the reason for the change.

In any event the entire complaints process will not take longer than 8 weeks. If you have not heard from us within 8 weeks, you are entitled to contact the Legal Ombudsman.

#### **If you are still not happy with the result**

If you feel the complaint has not been resolved to a satisfactory standard, then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates problems about poor service from lawyers.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint first. If so, 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 on the following:

Web: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9am to 5pm.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Post: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9W

Frequently Asked Questions concerning the Legal Ombudsman can be found here: <https://www.legalombudsman.org.uk/information-centre/faqs/>

#### **Regulatory matters**

Whilst the Legal Ombudsman will look independently at complaints about service, if you believe there have been any breaches of the rules governing solicitors, then you can ask the Solicitors Regulation Authority to investigate.

You can find out more information, including how to report your concerns here: <https://www.sra.org.uk/consumers/problems/>



#### Alternative dispute resolution

Alternative complaints bodies, such as (<http://www.promediate.co.uk/>) exist which are competent to deal with complaints about legal services should we both wish to use such a scheme. We agree to use Promediate.