

BROMLEYS SOLICITORS LLP – COMPLAINTS HANDLING PROCEDURE

Our Complaints Policy

Our aim is to provide all our clients with a comprehensive and efficient legal service. We hope that you will be pleased with the work we do for you. However, should there be any aspect of our service with which you are dissatisfied, please raise your concern in the first instance with the person named in the 'Client Care letter' who is dealing with your case, or their supervisor who is also named in the 'Client Care letter'.

What is a complaint?

A complaint is any expression of dissatisfaction however it is expressed.

Our Complaints Procedures

If you wish to make a formal complaint, write to us with the details and address your letter to our Practice Manager Louise Nolan (by post or email: lnolan@bromleys.co.uk). If you would prefer not to write, you can telephone her instead (tel: 0161 330 6821). Making a complaint will not affect how we handle your case, however if your complaint may impact on our ability to undertake any action on your case we will let you know.

What happens if you make a complaint?

1. We will record your complaint in our central register and open a separate file for your complaint. We will send you a letter acknowledging your complaint and enclose a copy of our Complaints Procedures. We will do this **within 2 working days** of receiving your complaint.
2. We will then start to investigate your complaint. If necessary, we may ask you to clarify, confirm or explain some or all of the details of your complaint. The person with conduct of your case may be asked to provide a response to your complaint. We will endeavour to complete the investigation **within 28 working days** of acknowledging receipt of your complaint.
3. Once the investigation is complete Louise Nolan will contact you to confirm this. She may write to you to confirm the outcome, or she may invite you to meet with her to do this, or she may do both of these. If you are invited to meet with her, you can either attend at these offices or you can request a telephone call instead.
4. If you attend a meeting or have a telephone call regarding the outcome of your complaint, Louise Nolan will write to you to confirm what took place and any solutions she has agreed with you.
5. If you are not satisfied with the outcome of the investigation into your complaint you can ask us to review it. Our Complaints Partner Mark Hirst will review the decision. If for some reason it is not appropriate for Mark Hirst to undertake the review, we will explain why and another partner at the firm will undertake the review. Once the review has taken place we will write to you confirming our final position on your complaint and explaining our reasons.
6. The Legal Ombudsman requires us to deal with your complaint within **8 weeks** of receiving it. If we do not resolve your complaint within this time or if you are not satisfied with the handling of your complaint, you can contact them – see below.
7. You can contact the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ, Tel: 0300 555 0333, email: enquiries@legalombudsman.org.uk, website: www.legalombudsman.org.uk. The Legal Ombudsman provides recourse to a non-judicial dispute resolution procedure. Detailed information about this can be obtained by contacting them. They could help you if you are not happy with the work we have done for you or the service you have received from us. Examples include: (i) not replying to your emails, letters or calls, (ii) charging you an amount you are not happy with, (iii) losing your documents, (iv) not giving you clear advice, (v) not explaining issues properly so you do not understand them. The Legal Ombudsman may not be able to deal with your complaint. If not they will tell you who would be able to do so.

The time limit for referring a complaint to the Legal Ombudsman is: (i) no later than **1 year** from the date of the act or omission being complained about, or no more than **1 year** from the date when you should have realised that there was cause for complaint, and (ii) **within 6 months** of the date of receiving a final written response from us about your complaint.

8. The Solicitors Regulation Authority (SRA) could help if you think a solicitor or firm might have been dishonest or if you have concerns about their behaviour. Detailed information about this can be obtained by contacting them. Examples include: (i) taking or losing your money, (ii) dishonesty or deliberately overcharging you, (iii) treating you unfairly because of your age, a disability or other characteristic. You can contact the SRA at The Cube, 199 Wharfside Street, Birmingham, B1 1RN, Tel: 0370 606 2555, website: <https://www.sra.org.uk/consumers/problems.page>
9. Your complaint could relate to our charges. You may be able to object to your bill by making a complaint to the Legal Ombudsman and/or by applying to the Court for an assessment of the bill under Part III of the Solicitors' Act 1974. We must point out however that if all or part of the bill remains unpaid the firm may be entitled to charge interest.