



Complaints Handling Policy for London

Our Aim

We aim to deal promptly, fairly and effectively with any complaint a client may have about any aspect of our service.

Our Complaints Handling Policy

We are committed to providing a high-quality legal service to all our clients. In the unlikely event that something goes wrong, we would like you to tell us about it. This will help us to improve our service. No charges are made for the time taken to resolve a complaint.

How to Complain

If you have a complaint, please provide details (either by email, letter or telephone) to the partner named in our engagement letter or client care email as being responsible for the relevant matter, or the partner with whom you feel you have the closest relationship.

Where a Quick Resolution of Your Complaint is Possible

The partner to whom you notified your complaint may be able to resolve it quickly to your satisfaction, in which case s/he will write to you within 7 days of your first contacting us, confirming the agreed manner of resolution. If your complaint is not resolved to your satisfaction within 7 days, please inform the partner first contacted by you that you require your complaint to be investigated by another partner.

What Will Happen Next?

If it's not possible to resolve your complaint within 7 days, you can ask to have it investigated by another partner who is unconnected with the underlying matter to which the complaint relates, (the "Reviewer"). The Reviewer will acknowledge receipt of your complaint in writing within 3 days of your request and will send you a copy of our Complaints Handling Policy.

Within 14 days of that written acknowledgement, the Reviewer will invite you to a meeting to discuss and, we hope, resolve your complaint to your satisfaction. Within three days of that meeting, the Reviewer will write to you to confirm any agreed resolution.

If you do not wish to meet or it is impossible to arrange a meeting, the Reviewer will send you a written response to your complaint, within 21 days of his/her written acknowledgement.

If you remain dissatisfied with the outcome, on your request, we will escalate your complaint to the Firm's Management Committee for a further review. Within 14 days of receiving your request for a further review, we will write to you confirming our final decision on your complaint and explaining our reasons.

If we have to change any of the timescales above, we will let you know and explain the reason(s) why.

We Are Authorised and Regulated by the Solicitors Regulation Authority

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could include things like dishonesty, taking or losing a client's money or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the Solicitors Regulation Authority: www.sra.org.uk
<http://www.sra.org.uk/consumers/problems/report-solicitor.page>

If we are unable to resolve your complaint ourselves, you may be able to raise your complaint with the Legal Ombudsman. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, 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:

- Visit: www.legalombudsman.org.uk
- By post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ
- By telephone: +44 (0)300 555 0333 between 9am and 5pm GMT
- By email: enquiries@legalombudsman.org.uk