

## CLIENT COMPLAINTS HANDLING PROCEDURE

### Our complaints policy

We are committed to providing a high-quality service to our clients. This includes a commitment to putting things right if they go wrong. This policy explains how we will deal with any complaint that is referred to us. Your complaint might concern the way in which you have been dealt with, the quality of advice you have received or any invoice that you have received.

When something goes wrong we need you to tell us about it. This will help us to improve our standards.

### Client's complaints procedure

If you have a complaint you should first contact the solicitor in charge of your matter. You can contact them by post at

60 Churchill Square  
Kings Hill  
West Malling  
Kent  
ME19 4YU

Or by email provided in your client care letter. It is preferable that you do put your concerns into writing, but if you would prefer not to, or you would find it difficult to do so, they can be contacted by phone at 01732 525923.

To explain to you how long this process might take we have included our target times for each stage of the process. Where, for any reason, it is not possible to observe any of these limits we will let you know and explain why.

### What will happen next?

- On receipt of your complaint we will send you a letter acknowledging your complaint and might invite you to a meeting to discuss your concerns or ask you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to be sent our letter within five working days of us receiving your complaint
- We will open a file for your complaint on our system. They will examine the file that we have on the work that we have been doing for you. We will complete our initial examination within seven days from opening your complaint file.
- We will then either invite you to a meeting to further understand your complaint or we will write to you to ask for further information. Alternatively we might write to you setting out our views on the situation and suggesting any redress that we would feel to be appropriate. We will aim to send the above letter or invitation within fourteen days from opening your complaint file.
- Where we feel that we have failed in our standards clearly an apology is necessary along with sufficient recompense.
- If, by this stage, you are still not satisfied, please let us know. It would be helpful to us if you could do so within the next twenty one days but there is no obligation on you to do so. We will then arrange to review our decision. We would generally aim to do this within ten days of hearing from you. We will usually do this by asking another senior fee earner in this firm to review the file that we have on your complaint and see if they agree with our response.
- We will send you the outcome within seven working days of the review which will confirm our final



position on your complaint and explaining our reasons.

You may, if you wish, approach the Legal Ombudsman who provides a service examining complaints against lawyers, including solicitors' firms. 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 our final response to your complaint

and

- no more than one year from the date of the act or omission being complained about; or
- no more than one year from the date when you should reasonably have known there was cause for complaint.

The services provided by the Legal Ombudsman are limited to individuals and smaller organisations – if you would like more information about the Legal Ombudsman, please contact him. The full details of how to contact this office are as follows:

Telephone: 0300 555 0333

Minicom: 0300 555 1777

E-mail: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

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

Address: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH.