

Complaints Policy

Occasionally mistakes will happen and things will go wrong – and where they do, we want to resolve and put things right as quickly and effectively as possible, using any concerns or complaints as a way of improving our services. When we are dealing with complaints, we will always aim to be reasonable, fair, proportionate, accessible and responsive to your needs. This Complaints Policy tells you what you can expect from us. Our Complaints Handling Procedure tells you how to make a complaint and what will happen once we receive your complaint.

Accessibility

- We will always make you aware of how to complain, both when you first instruct us, and at the time you raise any concerns.
- If you tell us about any special needs or disabilities you may have, we will do our best to make arrangements to accommodate you.

Good Client Care

- We will ensure that the person handling your complaint is properly trained and equipped and that they understand what they should do to provide a good complaints handling process
- We will handle your complaint in accordance with the law, any relevant policies and guidance, and with all published service standards.

Communicating with you

- Our Complaints Handling Procedure will be clear and simple and will contain as few stages as possible.
- Your complaint will be acknowledged and dealt with promptly and you will be given clear timescales at each stage of the process.

- We will deal with your complaint more quickly than the rules require us to if there is a reason why this is desirable.
- We will communicate with you, whether in person, in writing or on the phone, in a clear and understandable way.

Accountability and Transparency

- We will properly investigate your complaint and objectively consider the issues and evidence involved.
- We will give you a clear and honest explanation for the decision provided based on the evidence involved.
- We will advise you of your right to complain to the Legal Ombudsman if you remain unhappy with our final decision.
- We will keep an ordered and full record of the way in which your complaint was handled, and store this separately from your matter file.

Acting Fairly and Proportionately

- We will treat you impartially without any discrimination or prejudice.

Putting things Right

- If our investigation shows that we have made a mistake or omitted to do something that we should have done, we will offer you our full apologies at the earliest opportunity, as well as an explanation about what went wrong.
- Any offer of redress we make will be prompt and proportionate; we will always try to consider the impact of our mistake on you and recognise any upset or inconvenience we may have caused.
- If, following our investigation, we consider there has been no mistake or anything to put right we will inform you of this in writing with a full explanation as to how we have reached this decision

Improving our Service

- We will try to identify ways to improve the service we provide.
- Whenever possible we will tell you of any changes to our procedures and systems which have been introduced as a result of your complaint