

## Complaint Policy / Procedure

We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

### OUR COMPLAINTS PROCEDURE

Firstly, please contact Janet Tillyard the person appointed by the firm to deal with Client Care and who has overall responsibility for complaints. You can write to her at 27 Park Place Cardiff CF10 3BA.

Definition- The firm's definition of a complaint "complaint means an oral or written expression of dissatisfaction which alleges that the complainant has suffered ( or may suffer ) financial loss, distress, inconvenience or other detriment ")

However, should your complaint relate to Janet Tillyard then please contact our complaints manager at 27, Park Place, Cardiff, CF10 3BA or telephone 029 20371131.

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

The person in charge of Client Care will liaise with the head in charge of the department involved in your complaint.

### WHAT WILL HAPPEN NEXT?

1. We will send you a letter acknowledging your complaint and asking 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 receive our letter within 3 days working days of us receiving your complaint.

2. We will record your complaint in our central register and open a file for your complaint. We will do this within a day of receiving your complaint.

3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within 3 working days of your reply.

4. We will then start to investigate your complaint. This may involve one or more of the following steps:-

- We may ask the member of staff who acted for you to reply to your complaint within 7 working days.
- We may examine their reply and the information in your complaint file. We may then ask them for more information. This will take up to 5 working days from receiving their reply.

5. We will invite you to meet the person in charge of Client Care to discuss and hopefully resolve your complaint. We will do this within 3 working days of receiving all the details we need from the member of staff who acted for you.

6. Within 3 working days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. This will happen within 5 working days of us completing our investigation.

7. At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. This will happen in one of the following ways:-

- The head in charge of the department concerned will review his/her decision within 5 working days.

- We will arrange for someone in the Firm who has not been involved in your complaint to review it. They will do this within 10 working days.
- The person in charge of Client Care will review your complaint within 10 working days.
- We will ask our local Law Society or another local firm of solicitors to review your complaint within 5 working days. We will let you know how long this process will take.
- We will invite you to agree to independent mediation. We will let you know how long this process will take and provide details of a proposed ADR provider

8. We will let you know the result of the review within 5 working days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. If we have to change any of the timescales above, we will let you know and explain why.

## **9. The Legal Ombudsman**

If after 8 weeks we have not resolved the complaint to your satisfaction you can contact the Legal Ombudsman. If you are not satisfied with our response, you can contact the Legal Ombudsman about your complaint normally within 6 months thereafter. The Legal Ombudsman will accept complaints up to 6 years from the date of the alleged act/omission or 3 years from when you should have reasonably known about the cause of the complaint. There are some exceptions but please refer to the Legal Ombudsman's website for further details.

The Legal Ombudsman contact details are;

Address : The Legal Ombudsman, P.O. Box 6806, Wolverhampton, WV1 9WJ

Tele No. : Tel No. 0300 555 0333 (overseas +44 121 245 3050)

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

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

If you have any concerns about our behaviour then the appropriate people to contact are the Solicitors Regulation Authority (SRA) at;

t. 370 606 2555

e. [contactcentre@sra.org.uk](mailto:contactcentre@sra.org.uk)

### **Costs**

If your concern includes our fees then you can also apply to the Court to review our charges under a procedure called "Detailed Assessment". This procedure is set out in sections 70, 71 and 72 of the Solicitors Act 1974.