



## **Complaints Procedure**

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided, please discuss your concerns either with the person dealing with your matter or their supervisor, so that we can do our best to resolve the problem for you.

### ***How do I make a complaint?***

If you have been unable to resolve your concerns directly with the person or supervisor dealing with your matter, or if you feel uncomfortable addressing your concerns directly with either of them, please email Lisa Williamson ([Lisa.Williamson@lawcomm.co.uk](mailto:Lisa.Williamson@lawcomm.co.uk)), who is responsible for maintaining our Complaints Register, with the following information:

- the name of the person or people you would like to make a complaint against
- your matter reference number
- confirmation of the matter we are dealing with for you
- full details of your complaint
- the remedy you are seeking, including documentary evidence.

Once the full information and supporting documentation has been received, your complaint will be forwarded to the relevant Complaints Manager.

### ***How long does the complaints process take?***

We have an initial 8-week period to address your complaint. If you do not provide us with full information and documentation necessary for us to assess your complaint at the outset, or if we require additional time due to complexity or external issues outside of our control, this timescale may need extending.

We take complaints seriously, and when a complaint is received, we will investigate this in full as follows:

1. You will receive an acknowledgement within 3 to 5 working days of receipt of your complaint, which will be logged within our Complaints Register.
2. Once your complaint has been received, we will undertake a review of your file, including discussions with the person dealing with your matter, and respond to you with our Formal Response within 28 to 36 days. Our Formal Response will include the outcome of our investigation and, where relevant, our recommendations and suggested action to resolve your complaint.
3. If you are dissatisfied or disagree with our Formal Response, you have 10 days from the date of our Formal Response to confirm your outstanding concerns.
4. We will consider and respond to you with our Reviewed Response within 14 to 21 days of receipt of your outstanding concerns. If appropriate, your matter will be considered and reviewed by a secondary Complaints Manager.
5. If we have not received any communication from you within 10 days of either our Formal Response or our Reviewed Response, we shall assume the matter has been resolved.

**If we must change any of the above timescales, we will notify you by email and explain why. You will not be charged for any work undertaken or associated with investigating and resolving your complaint.**

If for any reason you are unable to deal with your complaint by email, please let us know and we will arrange to communicate with you via post or other such means as may be necessary to meet your needs.

## ***What happens if I don't agree with your views on the complaint?***

If we are unable to resolve your complaint you can refer the matter to the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers.

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:

- No more than one year from the date of the act or omission about which you are concerned; or
- No more than one year from when you should reasonably have known there was cause for complaint; and
- Within six months of receiving our final response to your complaint.

If you would like more information about the Legal Ombudsman, please contact them direct:

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

**Call:** 0300 555 0333 between 9.00am to 5.00pm.

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

**Post:** Legal Ombudsman PO Box 6806, Wolverhampton, WV19WJ

You also have the right to seek resolution of your complaint by using Alternative Dispute Resolution (ADR). ADR approved bodies, such as Dispute Resolution Ombudsman ([www.disputeresolutionombudsman.org](http://www.disputeresolutionombudsman.org)) exist which are competent to deal with complaints about legal services should you wish to use such a scheme.

We do not agree to use the Dispute Resolution Ombudsman but will consider doing so should you wish us to consider this further.

You may obtain independent legal advice at any stage in relation to your complaint.

## ***What if my complaint relates to the actions or integrity of a person or firm?***

Complaints relating to conduct are dealt with by legal regulators, such as the Solicitors Regulation Authority (SRA) and CILEx Regulation. Conduct includes but is not limited to:

- Dishonesty and misleading others
- Theft and other criminal activity
- Doing work that they are not legally allowed or qualified to do
- Taking unfair advantage of others
- Being violent
- Serious financial mismanagement
- Discrimination and harassment of others
- Sexual misconduct
- Acting where there is a conflict of interest

If you have a complaint regarding the conduct of a Chartered Legal Executive or a Member of the Chartered Institute of Legal Executives, you can raise your complaint with CILEx Regulation using their Misconduct Information Form. Full details of their Complaints Procedure and access to the Misconduct Information Form can be found here: <https://cilexregulation.org.uk/complaints/report-to-us/>

If you have a complaint regarding the conduct of an individual solicitor or the firm of Lawcomm Solicitors, you can find full details of the SRA's Complaints Procedure and access their Report Form here: <https://www.sra.org.uk/consumers/problems/report-solicitor/>