

## CLIENT COMPLAINTS PROCEDURE HANDOUT

### Our complaints policy

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

If you have a complaint about our service or our bill/fees, contact our Complaints Manager, Chris Cann with the details. You can do this by writing to him at Elliot Park Innovation Centre, 4 Barling Way, Nuneaton, Warwickshire, CV10 7RH, calling him on 0121 231 3030, or email [chris.cann@assurelaw.co.uk](mailto:chris.cann@assurelaw.co.uk)

### 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 five days of us receiving your complaint.
2. We will pass your complaint to our Complaints Manager, Chris Cann, who will record your complaint in our central register and open a separate section in that register for your complaint. We will do this within a day of receiving your complaint.
3. They will then start to investigate your complaint. This will normally involve the following steps:
  - a. They may pass your complaint to the member of staff who acted for you (and/or their immediate supervisor, if appropriate) to supply them with a reply to your complaint within seven days.
  - b. They may examine their reply and the information in your complaint file. They may then ask them for more information. This will take up to three days from receiving their reply and the file.
4. Within four days of completing their investigation, they will send you a detailed reply to your complaint. This will include their suggestions for resolving the matter.
5. At this stage, if you are still not satisfied you should contact us again. We will arrange to review our decision. We will ask another senior member of the business to review the complaint and the Complaint Manager's suggestions for settlement within 10 days of sending the file to them.

6. We will let you know the result of the review within five 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. We will also give you the name and address of the Legal Ombudsman. If you are still not satisfied, you can contact them about your complaint (see below).
7. If we need to change any of the timescales above, we will let you know and explain why. In any event the process will not take longer than eight weeks.

## **If you are still not happy with the result**

In the event of your not being satisfied by our response, you may refer the matter to the Legal Ombudsman, but you must do so within six months of your last contact from us, or within 12 months of the thing being complained about.

Please note that only copies of documents should be sent to the Legal Ombudsman office to avoid any documentation being lost or destroyed.

The contact details for the Legal Ombudsman are as follows:

PO Box 15870 Birmingham B30 9EB (postal address);  
0300 555 0333 (telephone);  
enquiries@legalombudsman.org.uk (email);  
www.legalombudsman.org.uk (website).