



## COMPLAINTS POLICY

### Introduction

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 maintain and improve our standards. We value your business and would not wish to think that you have any reason to be unhappy with us.

### Our complaints procedure

We are confident that we will give you a high-quality service in all respects. However, if you have a complaint about our work for you then take it up first with the person responsible for your matter. If that person does not resolve the problem to your satisfaction or you prefer not to speak to him/her, then please raise a formal complaint with our complaints director, Matthew Waite by writing to him or sending him an email ([matthew@matthewwaite.com](mailto:matthew@matthewwaite.com)) with the details.

### What will happen next?

1. We will acknowledge receipt of your complaint in writing within three working days of receiving it.
2. We will then investigate your complaint. This will normally involve our complaints director reviewing your file and speaking to the member of staff who acted for you.
3. Within 14 days of sending you the acknowledgement letter our complaints director will either: (i) write to you and set out any additional information we require from you to enable us properly to investigate your complaint or (ii) send you a detailed written reply to your complaint, including his suggestions (if any) for resolving the matter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the firm to review the decision.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

## **Solicitors Regulation Authority (SRA)**

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the Solicitors Regulation Authority:

<http://www.sra.org.uk/consumers/problems/report-solicitor.page>

## **Legal Ombudsman**

If we are unable to resolve your complaint to your satisfaction, then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman can be contacted at:

Post: PO Box 6806, Wolverhampton WV1 9WJ.  
Telephone: 0300 555 0333.  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

If you have any questions relating to this policy, please contact Matthew Waite who will be happy to assist.

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