

# Complaints Procedure

## **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, please contact the Client Care Officer for our office. You can write to him at:

Andrew Laycock  
Carrick Read Solicitors  
12 Park Place  
Leeds  
LS1 2RU

The Client Care Officer will deal with the complaint himself.

## **What will happen next?**

- 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 7 days of us receiving your complaint.
- 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.
- We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within 7 days of your reply.

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 5 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 7 days from receiving their reply and the file.

If at this stage, we feel it is appropriate to do so we will write to you with our proposals for resolving your claim. We will only do this if we feel the claim is capable of resolution without the need for a face to face meeting. If our proposals are accepted, then this will be end the of the matter.

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If our written proposals are not accepted or if we feel a face to face meeting is necessary at the outset then we will invite you to meet the Client Care Officer to discuss and hopefully resolve your complaint. We will do this within 3 days of receiving all the details we need from the member of staff who acted for you.

Within 7 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 if 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 days of us completing our investigation.

At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. We will do this within 10 days.

We will let you know the result of the review within 5 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.

You will need to make a complaint in writing to the Complaints Handler within 12 months of the work being undertaken to commence the complaints procedure under this policy.

## **REFERRAL TO SRA OR LEGAL OMBUDSMAN**

The Solicitors Regulation Authority can help you 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](https://www.sra.org.uk/consumers/problems/report-solicitor.page) (<https://www.sra.org.uk/consumers/problems/report-solicitor.page>).

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What do to if the SRA cannot resolve your complaint:

The Legal Ombudsman can help you if we are unable to resolve your complaint via ourselves or the SRA. They will look at your complaint independently and it will not affect how we handle your case. 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:

Within six months of receiving a final response to your complaint

and

No more than six years from the date of act/omission; or

No more than three years from when you should reasonably have known there was cause for complaint.

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

## **Contact details**

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

Call: 0300 555 0333 between 9am to 5pm.

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

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ