

Client Complaints Procedure

January 2024

Brabners

Version Control

Policy Title	Client Complaints Procedure	Date created	10 March 2020
Policy Owner	David Maples	Date last reviewed	03 April 2023
Policy reviewer	David Maples	Date of next review	03 May 2024

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Client Complaints Procedure

We are committed to providing a high-quality legal service to all our clients. When you think something goes wrong, we need you to tell us about it. This will help us to improve our standards. We would always want our clients to raise any concerns as soon as practicable with the member of staff who is undertaking their work.

However, we accept that there may be occasions when the member of staff is unable to resolve your complaint or you may feel it is sufficiently serious that you want a more senior member of the firm to investigate this matter on your behalf.

If you have a complaint which you feel has not been dealt with satisfactorily by the member of staff concerned, please contact the Head of Department for the member of staff concerned with the details. If you are uncertain who the Head of Department is, please ask the member of staff to identify them for you.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint normally within three days of receiving it, enclosing a copy of this procedure, and giving a target date for a substantive response.
2. The Head of Department will then investigate your complaint. This will normally involve a review your matter file and a discussion with the member of staff who acted for you and may involve asking you to give further information regarding your complaint.
3. The Head of Department will consider whether the matter can be dealt with more informally, for example, by correspondence or telephone, or whether a meeting with you is required. If so, we will then invite you to a meeting to discuss and hopefully resolve your complaint. We usually aim to give a response to your complaint within 15 working days of sending you the acknowledgement letter. However complaints come in all shapes and sizes and dealing with it may take longer in which case we will let you know and give you our anticipated response date.
4. If we have not completed our internal investigations within 8 weeks of receiving your complaint – or you have rejected our final, substantive response - we will write to you at that point and outline the options available to you.
5. Before finalising and sending their substantive response and final decision to your complaint the Department Head will ask the colleague who has oversight for complaints to review and approve their proposed response. The relevant colleagues with oversight are David Maples, Partner and Caroline Litchfield, Partner.
6. If you are not satisfied with the response, you may be able to complain to the Legal Ombudsman, an independent complaints body established under the Legal Services Act, who can investigate complaints about the legal services you have received from us. The Legal Ombudsman will normally only deal with complaints from members of the public, some small businesses, charities, clubs and trusts. Please contact the Ombudsman service direct to clarify whether they will consider your complaint.
7. 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 6 months of our final response to you on your complaint.
8. You may contact the Legal Ombudsman at:

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

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