

## COMPLAINTS POLICY and PROCEDURE

**This Policy and procedure has been updated at July 2024. It is updated to ensure compliance with**

- SRA Standards and Regulations, Code of Conduct
- Current Legal Ombudsman Scheme Rules.
- Professional Indemnity Insurance requirements
- LAA requirements for civil contracts

### *Guidance material*

CTRL + click to follow link for Legal Ombudsman website

<https://www.sra.org.uk/solicitors/standards-regulations/code-conduct-firms/>

<https://www.legalombudsman.org.uk/information-centre/corporate-publications/scheme-rules/>

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### **Our complaints policy**

We are committed to providing a high-quality legal service to all clients. We acknowledge that we may not always get it right, so if something has gone wrong, including in relation to our charges, we need you to tell us so that we can sort matters out as quickly and effectively as possible. We consider a complaint to be all expressions of dissatisfaction from a client or other person who is entitled to make a complaint as defined in the Legal Ombudsman's Scheme Rules. Our aim is to address problems that arise through discussion or meetings, this will help us to improve our standards. If you have received this leaflet, it is likely that you have already expressed your concerns verbally or in writing.

We will review this policy at least annually (earlier if the need arises by any relevant regulatory bodies).

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

1.1 You can contact us in writing (by letter, fax, or email) or by telephone.

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- 1.2 In the first instance, it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you do not feel able to discuss your concerns with them, please contact the person responsible for the overall supervision of your matter, who will be named in the client care letter we sent you at the beginning of your matter.
- 1.3 If you do not feel able to raise your concerns with either of these people, or you are unsatisfied with their response, please contact Mrs Colette Fletcher, who has **overall** responsibility for complaints and whose contact details are: Mrs Colette Fletcher, Director Llewellyn-Jones, Victoria House, Grosvenor Street, Mold CH7 1EJ.
- 1.4 Ms Kathryn Barr will be your point of contact for email and telephone communications throughout. Contact should be made with Ms Barr who works Tuesday to Thursday 9.00am – 5.00pm through our Mold office (Victoria House, Grosvenor Street, Mold CH7 1EJ), telephone: direct line 01352 744321, switchboard 01352 755305, fax 01352 755487 or, by email [kathrynbar@llew-jones.co.uk](mailto:kathrynbar@llew-jones.co.uk) .
- 1.5 To help us to understand your complaint, and in order that we do not miss anything, please tell us:
  - 1.5.1 your full name and contact details;
  - 1.5.2 what you think we have got wrong;
  - 1.5.3 how you would like your complaint to be resolved; and
  - 1.5.4 your file reference number (if you have it).
- 1.6 If you require any help or assistance in dealing with your complaint, please do not hesitate to contact us to outline the assistance required. We will do our best to accommodate you and, if we cannot assist, we will make every effort to find suitable assistance for you from an alternative source.



## **2 How will you deal with my complaint?**

- 2.1 We will write to you within two working days acknowledging your complaint, enclosing a copy of this policy.
- 2.2 We will investigate your complaint. This will usually involve:
  - 2.2.1 reviewing your complaint;
  - 2.2.2 reviewing your file(s) and other relevant documents; and
  - 2.2.3 liaising with the person who dealt with your matter.
- 2.3 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.
- 2.4 We will update you on the progress of your complaint at appropriate times.
- 2.5 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you by telephone or video conference.
- 2.6 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement.
- 2.7 We have eight weeks to consider your complaint. If we have not resolved it within this time you may be able to complain to the Legal Ombudsman. This applies if you are an individual, a business with fewer than 10 employees and turnover or assets not exceeding a certain threshold, a charity or trust with a net income of less than £1m, or if you fall within certain other categories, e.g. a personal representative or beneficiary - you can find out more from the Legal Ombudsman). The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your matter.



We could, if appropriate, offer an informal route to resolving your complaint more quickly and informally (for example, where greater clarity over the breakdown of a bill was needed or a complaint about unreturned calls).

If at any point you become unhappy with the service we provide to you, then please inform us immediately so that we can do our best to resolve the problem for you. You can obtain a copy of our complaints procedure by contacting Kathryn Barr on 01352 755305 or by emailing [kathrynbar@llew-jones.co.uk](mailto:kathrynbar@llew-jones.co.uk).

If we are unable to resolve your complaint then you can have your complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with solicitors.

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.

If you would like more information about/from 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 6167, Slough SL1 0EH

#### **Complaints about the firm's bill:**

If the complaint relates to the firm's bill you should be aware that there may also be a right to object/challenge the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; and that if all or part of a bill remains unpaid the firm may be entitled to

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charge interest as notified on the submitted bill. You should also be aware that the Legal Ombudsman may not consider a complaint about the bill if you have applied to the court for assessment of the bill.

## 2.8 What to do if you are unhappy with our behaviour

2.8.1 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.

2.8.2 Visit its website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).

## 3 What will it cost?

3.1 We will not charge you for handling your complaint.

3.2 Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding. This is explained in our Terms of Business.

3.3 The Legal Ombudsman service is free of charge.

**IF YOU WISH TO RECEIVE THIS LEAFLET IN LARGE PRINT, PLEASE LET US KNOW BY TELEPHONING OUR MOLD OFFICE ON 01352 755305.**