**Fish & Co.**

**Solicitors Practice**

**This Firm’s complaints policy**

I am committed to providing a quality legal service to all my clients. Consequently, it is essential when something goes wrong or any client believes they have reason to complain that I have an effective procedure to assist the complete and early resolution of the problem. Only by doing so can I hope to maintain the quality standards I have set and improve them by learning from what may have gone wrong and what my clients tell me.

**The Procedure**

In making your complaint it would be helpful to me if you could provide details of your concerns in writing (if you have not already done so) and complete form COM2 herewith.

**What will happen next? Timescale**

1. I will register your complaint in my Central Register Immediately

(for monitoring and management information purposes)

2a. I will acknowledge receipt of your complaint and may Within 20

invite you to an appointment to see me or a member of my working days

Staff. If after that meeting you decide that you do not wish

To attend or that you wish to take your complaint further, I

Will confirm who will be dealing with your complaint should

This not be myself.

2b. If you have or intend to instruct another Solicitor, I will Within 20

ask you whether you are satisfied with the complaint simply working days

being recorded or whether you wish to take the matter further

 under the complaints procedure.

 3. If you decide to take the matter further, I will open a Within 20 working

separate file and confirm what will happen next. days of clients confirmation of wish to pursue complaint

 4. I will then commence investigating your complaint. This may

 involve one or more of the following steps:-

1. If I acted for you personally, I will consider your complaint in Within 90 working

the light of what the file reveals and the details of your days of your request

 complaint. I will then write to you with my detailed response to take the matter further

or invite you to a meeting to discuss the matter.

1. I will ask the person who acted for you to provide me with a Within 90 working

Response to your complaint. days of your request to take the matter further

1. I will then examine the response and the file as against your Within 90 working

 complaint and, if necessary, speak to the person who acted for days of your request

 you to take the matter further

5. I may invite you to a meeting to discuss the outcome

 of the investigation. Within 90 working

days of your request to take the matter further

 6. I will write to you with confirmation of the outcome of the Within 120 working

 investigation into your complaint. days of your request to take the matter further

*7.* If you are dissatisfied with the outcome of the complaint you may refer your complaint to the

 Legal Ombudsman.

 By Post to Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.

 By Telephone 0121 245 3087

*8.* In some circumstances you can make a complaint to the Solicitors Regulation Authority if

 you believe the solicitor or firm have broken the SRA principles for example acted

 dishonestly but if the complaint is about poor service it is generally more appropriate to refer

 it to the Legal Ombudsman.

 SRA telephone number is 0370 606 2555 or e-mail contactcentre@sra.org.uk