

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 (for monitoring and management information purposes) | Immediately |
| 2a. I will acknowledge receipt of your complaint and may invite you to an appointment to see me or a member of my 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. | Within 20 working days |
| 2b. If you have or intend to instruct another Solicitor, I will ask you whether you are satisfied with the complaint simply being recorded or whether you wish to take the matter further under the complaints procedure. | Within 20 working days |
| 3. If you decide to take the matter further, I will open a separate file and confirm what will happen next. | Within 20 working 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:- | |
| a) If I acted for you personally, I will consider your complaint in the light of what the file reveals and the details of your complaint. I will then write to you with my detailed response or invite you to a meeting to discuss the matter. | Within 90 working days of your request to take the matter further |

- b) I will ask the person who acted for you to provide me with a Response to your complaint. Within 90 working days of your request to take the matter further
- c) I will then examine the response and the file as against your complaint and, if necessary, speak to the person who acted for you Within 90 working days of your request 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 investigation into your complaint. Within 120 working 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.

Within 6 months of receiving a final response to your complaint

and

No more than 6 years from the date of act/omission; or

No more than 3 years from when you should reasonably have known there was cause for complaint.

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

By Telephone 0121 245 3087

Website: www.legalombudsman.org.uk

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