

CLAPHAM & COLLINGE LLP
Complaints handling procedure (2019)

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 us with the details. If there is more than one aspect to your complaint, it is helpful if you set them out in numbered paragraphs.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Complaints Partner, Mark Kermez, who will either review your matter file and speak to the member of staff who acted for you or nominate someone else unconnected with the matter within the firm to do so.
3. Subject to any request for a meeting (see 4 below), we will send you a written reply to your complaint, including our suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter. Alternatively, we may suggest a meeting to discuss your complaint.
4. Alternatively a meeting can be arranged to discuss your complaint and how it can best be resolved. Please **request** a meeting if you would prefer a meeting to a written response to your complaint.
5. Within 3 working days of any meeting we will write to you to confirm what was agreed or decided at the meeting.
6. After the conclusion of 3 or 5 above, if you are still not satisfied, you may contact us again to request that we arrange for another person unconnected with the matter within the firm to review our decision. A review may not be appropriate in some cases and we may decline such a request.
7. We will write to you within 14 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If we have to change any of the timescales above, we will let you know and explain why.
9. If you are still not satisfied, you can then contact the Legal Ombudsman ("L.O.") about your complaint. The contact details are:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

(Telephone: 0300 555 0333, e-mail enquiries@legalombudsman.org.uk or visit their website: www.legalombudsman.org.uk)

10. There are time limits for making a complaint to the L.O. These are broadly:

- 6 years from the date of act/omission, or
- 3 years from the date when you should reasonably have known there were grounds for complaint (if the act/omission took place before 6 October 2010 or was more than 6 years ago) AND
- Within 6 months of you receiving a final response under the complaints handling procedure set out above.

How to make a Complaint to the Solicitors Regulation Authority (SRA)

Complaints about Solicitors and poor service should be reported to the **Legal Ombudsman**. If the Legal Ombudsman thinks the case involves a breach of SRA Principles they will refer the case to the **Solicitors Regulation Authority (SRA)**.

If you are concerned a Firm or anyone regulated by the Solicitors Regulation Authority has breached an SRA principle, this should be reported to the SRA.

When reporting you will need to:

- Set out your concerns clearly,
- Identify individuals you consider responsible,
- Attach any evidence you have in support

You will then need to complete the **report form** which can be found on the SRA website at: www.sra.org.uk

This will need to be sent to:

SRA Report
The Cube
199 Wharfside Street
Birmingham
B1 1RN
DX 720293 BIRMINGHAM 47

Tel 0370 606 2555

Email report@sra.org.uk

For further guidance on the complaints process, call the **contact centre** on 0370 606 2555 or email contactcentre@sra.org.uk. They are open 8am – 6pm Monday to Friday.