

MARK CROFT SOLICITOR

COMPLAINTS HANDLING PROCEDURE

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 as this will help us to improve our standards.

OUR COMPLAINTS PROCEDURE

If you have a complaint, please contact us with the details.

WHAT WILL HAPPEN NEXT

1. We will send you a letter acknowledging receipt of your complaint within three 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 client care partner Mr Mark Croft who will review your matter.
3. Mr Mark Croft will then invite you to a meeting to discuss, and hopefully resolve your complaint. He will do this within fourteen days of sending you the acknowledgement letter.
4. Within three days of the meeting, Mr Mark Croft will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Mr Mark Croft will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within twenty-one days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a review by another local solicitor who is unconnected with our firm to review the decision.
7. We will write to you within fourteen days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons. If we have to change any of the timescales above, we will let you know and explain why.
8. If you are still not satisfied, you can then contact: -

The Legal Ombudsman

P.O Box 6806, Wolverhampton, WV1 9WJ

Email: enquiries@legalombudsman.org.uk

Call: 0300 555 0333 Between 9:00 to 17:00

Visit: www.legalombudsman.org.uk (<http://www.legalombudsman.org.uk>)

WHAT TO DO IF WE CANNOT RESOLVE YOUR COMPLAINT

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman.

- Within six months of receiving a final response to your complaint

And

- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.