

Complaints procedure

This procedure applies if you have a complaint about Quality Solicitors Organisation Limited. QualitySolicitors firms are independently owned and managed, operating under the QualitySolicitors Brand. If you have a complaint about a QualitySolicitors firm, or legal advice received, you should contact the firm direct, who will advise you of their firm's own complaints procedure.

QualitySolicitors is a trading name of Quality Solicitors Organisation Limited, which is regulated by the Claims Management Regulator in respect of regulated claims management activities, (Ref CRM 15051) in the following sectors:

- Personal Injury
- Housing disrepair
- Employment matters
- Criminal injuries compensation

Its registration is recorded on the website <https://www.claimsregulation.gov.uk/search.aspx>.

The Complaints Handling Rules

The Complaints Handling Rules 2015, which came into operation on the 28 January 2015, are published on the website <https://www.gov.uk/complain-about-claims-company>.

We are required to comply with these rules as we are authorised under the Compensation Act 2006.

Who will deal with my complaint?

QualitySolicitors' Authorised Officer, who has authority to deal with complaints is;
Natalie Jackson
108-110 New Walk, Leicester, Leicestershire, LE1 7EA
nataliejackson@qualitysolicitors.com
0800 882 4961

How can I make a complaint?

Complaints in respect of claims management service that we have provided can be made in writing, by email, by telephone or in any other form as regulated under the Compensations Act 2006.

What will happen next?

We will acknowledge receipt of the complaint in writing or by email within 5 business days of receipt.

How will my complaint be investigated?

Wherever possible, the complaint will be investigated by the Authorised Officer, or a person with the authority to settle complaints, who has not been directly involved in the matter which is the subject of the complaint.

Within 4 weeks of receiving your complaint, we will send you either;

- a) a final response, or
- b) a response which explains why we are not yet in a position to provide a final response, giving reasons for any delay and timescales for when we anticipate being able to do so.

Will I receive compensation?

Where redress is considered appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible, although this redress may not necessarily be financial.

What if I am still not satisfied?

If you are unhappy with our response, or your complaint is not resolved 8 weeks after we receive it, you can refer the complaint to be looked at independently by the Legal Ombudsman.

The Legal Ombudsman can investigate complaints up to 6 years from the date of the problem happening or within three years of when you found out about the problem. If you wish to refer your complaint to the Legal Ombudsman this must be done within 6 months of our final response to your complaint. The Legal Ombudsman investigates complaints about poor service from claims management companies.

The Legal Ombudsman can be contacted directly in one of the following ways;

Visit the website at www.legalombudsman.org.uk/cmc

Call the helpline on 0300 555 0333 (8.30am-5.30pm)

Email cmc@legalombudsman.org.uk or

Write to Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

(Do not send original documents to the Legal Ombudsman. They will scan any documents you send to make computer copies and then destroy the originals.)

Alternative complaints bodies such as Small Claims Mediation exist which are competent to deal with complaints about legal services should both you and QualitySolicitors wish to use such a scheme. This is a form of Alternative Dispute Resolution, with the aim of avoiding disputes escalating unnecessarily. We will contact you again about this once your complaint reaches the end of our complaints process.

Other complaints

If you wish to make a complaint about a matter which is not covered by the rules above, please contact the Authorised Officer who would be happy to assist you.

Please note, however, that QualitySolicitors reserve the right to decline to consider a complaint that is made more than 6 months after you become aware of the cause of the complaint. However, the Authorised Officer can waive this requirement at her discretion.

If your complaint relates to our authorisation, you can refer your complaint to Claims Management Regulation Unit, 57-60 High Street, Burton upon Trent, Staffordshire, DE14 1JS