

## QUALITYSOLICITORS DAVID & SNAPE

### COMPLAINTS POLICY AND PROCEDURE

- 1 We are committed to providing a high-quality legal service.
- 2 We acknowledge that we may not always get it right so if something has gone wrong, we need you to tell us. This would include any query on the bill.

#### **3 How do I make a complaint?**

- 3.1 In the first instance it may be helpful to contact the person who is working on your case (or their supervisor) to discuss your concerns and we will do our best to resolve any issues at that stage.

- 3.2 You can contact us in writing (by letter, fax or email) or by speaking with our complaints partner, whose contact details are:

Jonathan David, QualitySolicitors David & Snape, Old Castle Offices, South Street, Bridgend CF31 3ED - telephone number: 01656 661115 - email: [jonathan.david@davidandsnape.com](mailto:jonathan.david@davidandsnape.com)

- 3.3 To help us to understand your complaint, and in order that we do not miss anything, please tell us:

- 3.3.1 your full name and contact details
- 3.3.2 what you think we have got wrong
- 3.3.3 what you hope to achieve as a result of your complaint, and
- 3.3.4 your file reference number (if you have it)

- 3.4 If you require any help in making your complaint we will try to help you. Making a complaint will not affect how we handle your case.

#### **4 How will you deal with my complaint?**

- 4.1 We will record your complaint centrally.
- 4.2 Within three working days of receiving your complaint, we will write to you to acknowledge it and to enclose a copy of this policy.

- 4.3 We will investigate your complaint. This will usually involve:

- 4.3.1 reviewing your complaint
- 4.3.2 reviewing your file(s) and other relevant documents, and
- 4.3.3 speaking with the person who dealt with your matter

- 4.4 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

- 4.5 We will update you on the progress of your complaint at appropriate times.

- 4.6 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.
- 4.7 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 20 working days of the date of our letter of acknowledgement.
- 4.8 Complaints will normally be handled by Mr Jonathan David but in his absence or if the complaint concerns him personally it will be dealt with by another partner in the firm.

## **5 What if I am not satisfied with the outcome?**

- 5.1 If you are unhappy with the outcome of our complaints handling procedure please first let us know and we will review the matter.
- 5.2 If you are still unhappy you can ask the Legal Ombudsman to look into 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. You can contact the Legal Ombudsman:
  - 5.2.1 by post at PO Box 6806, Wolverhampton, WV1 9WJ
  - 5.2.2 by telephone: 0300 555 0333, or
  - 5.2.3 by email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- 5.3 You must usually refer your complaint to the Legal Ombudsman within six months of our final written response to your complaint and within six years of the act or omission about which you are complaining occurring (or within three years of you becoming aware of it). Further details are available on the website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).
- 5.4 Alternative complaints bodies (such as Pro Mediate UK Ltd) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We have, however, chosen not to adopt an ADR process. If, therefore, you wish to complain further, you should contact the Legal Ombudsman.

## **6 What will it cost?**

- 6.1 We will not charge you for handling your complaint.
- 6.2 Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.
- 6.3 The Legal Ombudsman service is free of charge.

## **7 Solicitors Regulation Authority**

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can raise your concerns with the Solicitors Regulation Authority [link: <http://www.sra.org.uk/consumers/problems/report-solicitor.page>]