

Complaints Handling Policy for Clients

At QualitySolicitors Davisons, we are committed to providing a high-quality service to all of our clients. Whilst we strive to ensure that your experience with us is a positive one, we understand that sometimes things don't always go the way you would like. This policy outlines our procedure for dealing with client concerns and handling service complaints.

We keep a record of all complaints we receive and we are committed to making this process as fair and transparent as possible in order to provide you with a quick and fair resolution.

How to make a complaint

Initially, you may wish to telephone us and speak or write to the staff member's supervisor, who will do their best to resolve your concerns during that call.

If the concern cannot be resolved with the Supervisor and your complaint relates to a property or conveyancing matter, please write to:

- Mr. Gary Davison (Managing Director) at Sycamore House, 54 Calthorpe Road, Edgbaston, Birmingham B15 1TH (Email: G.Davison@qsdavisons.com).

For complaints relating to all other matters, please write to:

- Mr. Umran Sadiq (Director) at 63-65 Beckbury Road, Weoley Castle, Birmingham B29 5HS (Email: U.Sadiq@qsdavisons.com).

If you are unable to make your complaint in writing and require a different way in which to raise your concerns, please telephone us to discuss the matter.

Next steps

1. If you write to us, or if we cannot satisfactorily resolve your concerns over the phone, we will aim to send you an acknowledgment letter no later than 3 working days from receiving your complaint. We will also let you know the name of the person who will be dealing with your complaint.
2. We will then investigate your complaint. Normally, this will involve reviewing your file and discussing the matter with the member(s) of staff who acted for you. If we are unclear about any aspect of your complaint, we may contact you again so that we fully understand.
3. We will endeavor to issue our response to your complaint as soon as possible and no later than 20 working days from us first receiving it. Our response will set out our findings and proposals for resolving your complaint, if applicable.

Escalating your complaint

If you are dissatisfied with our initial response to your complaint, then we may decide to arrange a telephone call or meeting with you in the hope of resolving any outstanding concerns you may have.

Alternatively, if you request for your complaint to be considered by someone else, we will arrange for your complaint to be reviewed by another Director at the company. If this is the case, we will write to you to confirm who will be reviewing your complaint and when you can expect to receive a response from them. We will also ask for you to clarify any aspects of your complaint that you feel are unresolved and what we can do to remedy the situation.

If we have to alter any of the timescales above, we will let you know and explain why. However, we aim to resolve all complaints within 8 weeks of first receiving them.

Escalation to the Legal Ombudsman

In the unfortunate event that we have not resolved matters within 8 weeks of receiving your complaint, or if we inform you that you have reached the end of our complaints handling process, you are free to take your complaint to the Legal Ombudsman. The Legal Ombudsman aims to reconcile complaints and to assist clients and their solicitors reach a fair resolution.

You can contact the Legal Ombudsman:

- by email at: enquiries@legalombudsman.org.uk
- by phone on: 0300 555 0333; or
- by post at: Legal Ombudsman, PO Box 6806, Wolverhampton WV 1 9WJ.

Referrals to the Legal Ombudsman should be made:

- Within 6 months of receiving our final response to your complaint, and
- Within 6 years from the date of the act/omission, or
- 3 years from when the complainant should reasonably have known there was cause for complaint.

The Legal Ombudsman may decide not to investigate your complaint if you complain to them outside of these time limits.

Complaining about a bill

If you have a complaint about your bill, then you may be entitled to apply to the court for an assessment of the bill under Part III of the Solicitors Act 1974. If you wish to take advantage of this procedure, you should be aware that there are strict time limits applicable and you may wish to seek independent legal advice. You should also be aware that:

- Within 1 month from the date of our invoice your right to a detailed assessment is unconditional. However, if you delay beyond a month then the court may impose restrictions.
- After 1 year from the date of the invoice you will lose the right to a detailed assessment, unless there are special circumstances.
- The Legal Ombudsman may not consider a complaint about a bill if you have applied to the court for such an assessment.