

# JOHN DONKIN SOLICITORS LTD

## CLIENT COMPLAINT INFORMATION

### Our Policy

**We take seriously all expressions of dissatisfaction from our clients. If you have received this leaflet, it is likely that you have already expressed your concerns verbally or in writing to the Fee Earner, their Supervisor, or a Director. This leaflet explains our procedures for handling complaints to ensure that each complaint is dealt with swiftly in an attempt to reach an amicable and satisfactory solution.**

### Reporting & Investigation Responsibilities

Informal verbal complaints should be addressed to your Fee Earner in the first instance. If you are not satisfied with their proposals, then the matter should be taken up with the Director responsible for their work. The name of that Director will have been given in your initial client care letter, but if you are unable to locate this, you can ask your Fee Earner or a member of our support staff. If the matter cannot be resolved informally with your Fee Earner, it would assist investigations if you were to fully detail your concerns in writing so there is less room for misunderstanding your concerns and requirements.

### Response Times

Written complaints will ordinarily be acknowledged within 3 days of receipt whereby the name of the person responsible for handling the complaint will be confirmed. A full reply will be sent as soon as the matter has been investigated and our proposals for dealing with your concerns have been agreed upon. In any case, we will always endeavour to provide a full response within 21 days. If that is not possible, an interim response will be given explaining why it is not possible to meet this deadline, when we expect our investigations to be completed and a response finalised.

### Unresolved Issues

If, in the unusual event that we are unable to resolve the matter to your satisfaction, you are able to take the matter up with the Legal Ombudsman. The contact details for the Legal Ombudsman are:

- Address: PO Box 6806, Wolverhampton, WV1 9WJ
- Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- Telephone No: 0300 555 0333

### Management

All complaints (written or verbal) are recorded and logged centrally to enable us to detect recurring problems and trends. As necessary, we will implement corrective action in response to individual complaints and improvement measures to prevent adverse trends and correct recurring problems. In this manner, we aim to constantly improve the service we provide.