

## **QualitySolicitors Yates & Co** **Complaints Procedure**

### **Our Complaints Policy**

QualitySolicitors Yates & Co is committed to a high quality of legal advice and client care. If you are unhappy about any aspect of the service you have received or about the bill please contact Harvey Pabla on 0115 947 4486 or by email at [harveypabla@qualitysolicitors.com](mailto:harveypabla@qualitysolicitors.com) or in writing to our Head Office located at Arboretum Gate, 92-94 North Sherwood Street, Nottingham NG1 4EE.

If you are unhappy about our bill you can apply to the Court for an Assessment of the bill under Part III of the Solicitors Act 1974. Please note that if all or part of a bill sent by Yates & Co remains unpaid we may be entitled to charge interest on the unpaid account.

### **Our Complaints Procedure**

If you have a complaint, please contact us with the details. It is preferable that you do this in writing but you are more than welcome to e-mail, fax or telephone should you prefer to do so.

### **What will happen next?**

1. We will send you a letter acknowledging your complaint and if necessary asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 7 days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within 7 days of receiving your complaint.
3. We will acknowledge your reply, if any, to our acknowledgement letter referred to above at point 1 and confirm what will happen next. You can expect to hear from us within 7 days of your reply.
4. We will then start to investigate your complaint and we will aim to complete the investigation of your complaint within 42 days. This will normally involve the following steps:
  - \* We will pass your complaint to Mr H Pabla, our Client Care Partner.
  - \* He will ask the member of staff who acted for you to comment on your complaint.
  - \* Mr Pabla will then consider their reply, peruse the information held on your file and examine any other pertinent information relevant to your complaint.

5. Mr Pabla will then send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 7 days of concluding his investigation.

*From the date we receive your complaint you should expect to hear from us with a full response no later than 8 weeks.*

6. Should you then require a meeting to discuss the points raised in this detailed reply please contact Mr Pabla to arrange a convenient time to meet and hopefully resolve your complaint.
7. Within 7 days of the meeting Mr Pabla will write to you to confirm what took place and any solutions he has agreed with you.
8. At this stage, if you are still not satisfied you may contact us again. We will then arrange to review our decision and this will be conducted by another Partner in the firm who will review Mr Pabla's decision within 14 days.
9. We will let you know the result of the review within 7 days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
10. If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman (0300 555 033 or enquiries@legalombudsman.org.uk) at PO Box 6806, Wolverhampton WV1 9WJ to consider the complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

You may also complain to the Solicitors Regulation Authority if your complaint is about dishonesty or breaches of the SRA's Principles. For further information please visit: <http://www.sra.org.uk/consumers/problems/report-solicitor.page>

If we have any change to any of the timescales above, we will let you know and explain the reasons.

**QualitySolicitors Yates & Co**  
**Revised**  
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