

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 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 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 seven 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 a day of receiving your complaint.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within three days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps.
 - * We will pass your complaint to Mr H Pabla, our Client Care Partner, within three days.
 - * He will ask the member of staff who acted for you to reply to your complaint within five days.
 - * He will then examine their reply and the information in your complaint file. And, if necessary, he may also speak to them. This will take up to seven days from receiving their reply and the file.

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 five days of concluding his investigation.
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 three 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 ten days.
9. We will let you know the result of the review within five 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.

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

QualitySolicitors Yates & Co
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