

Complaints Handling Procedure

(Version C9)

We are committed to providing a high-quality legal service to all our clients. If something goes wrong we need you to tell us about it. This will help us to improve our standards. If we have to change any of the responsibilities or the timescales set out below we will let you know and explain why.

Our complaints procedure

If you have a complaint about anyone here at Scott Richards, please contact Jamie Dyson, who is our Complaints Partner and a Solicitor. If your complaint is about Paul Dyson or Jamie himself, please contact Pennie Lennon, who is also a Partner and Solicitor here.

What will happen next?

1. Within three working days we will send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint.

2. We will then record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the relevant file.

3. If appropriate we will then invite you to meet the person dealing with your complaint to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 10 working days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write fully to you setting out our views on the situation and any redress that we would feel to be appropriate.

4. Within three working days of any meeting we will write to you to confirm what took place and any suggestions that we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.

5. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 working days. This will happen in one of the following ways.

- The person dealing with your complaint will review his/her own decision
- We will ask our local Law Society or another local firm of solicitors to review your complaint.
- We will invite you to agree to independent mediation.

In the case of the latter two options we will let you know how long this process will take.

6. We will let you know the result of the review within five working 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. If you are still not satisfied, the Solicitors Regulation Authority may be able to help in the case of things such as dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Their contact details are: Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN, 0370 606 2555 and contactcentre@sra.org.uk. For all other types of complaint, you have the right to contact the Legal Ombudsman within 6 months if we are unable to resolve your complaint ourselves. This is an organisation completely independent of the legal profession. Further information can be found on www.legalombudsman.org.uk and the contact details are: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ; 0300 555 0333; and enquiries@legalombudsman.org.uk.