

## Client Complaints Policy

- 1 We are committed to providing a high quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right so if something has gone wrong, including in relation to the bill, we need you to tell us.

### How to make a complaint?

- 2 You can contact us in writing (by letter) or by speaking with our Complaints Partner, whose contact details are:

Linda de Lausun, Lawson & Co Solicitors, Holly House Business Centre, 220-224 New London Road Chelmsford Essex, CM2 9AE

Telephone 01245 205740

- 3 To help us to understand your complaint, and in order that we do not miss anything, please tell us:

- your full name and contact details
- what you think we have got wrong
- what you hope to achieve as a result of your complaint, and
- your file reference number (if you have it) and the subject of the file matter

- 4 If you require any help in making your complaint, we will try to help you.

### How will we deal with your complaint?

- 5 We will record your complaint.
- 6 We aim to acknowledge your complaint within two to three working days of receipt enclosing a copy of this policy.
- 7 We will investigate your complaint. This will usually involve:
  - reviewing your complaint
  - reviewing your file(s) and other relevant documents.We may need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

- 8 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.
- 9 We will update you on the progress of your complaint at appropriate times.
- 10 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. We will aim to do this within SIX WEEKS of the date of our letter of acknowledgement.

### **What if you are not satisfied with the outcome?**

- 11 If you are unhappy with the outcome of our complaints handling procedure, please first let us know and we will review the matter.

If you are still unhappy you can ask for the matter to be referred to an independent mediator for Alternative Dispute Resolution. You may also ask the Legal Ombudsman (LeO) to look into your complaint. You can contact the LeO:

- by post at PO Box 6806, Wolverhampton WV1 9WJ
- by telephone: 0300 555 0333, or
- by email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint;
- Within 6 years from the act/omission; or
- Within 3 years from the date you knew you had cause for the complaint.

Further details are available on the website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

### **What will it cost?**

- 12 We will not charge you for handling your complaint.

- 13 Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we are entitled to charge interest on the amount outstanding and for reminder letter as set out in our retainer.

**What to do if you are unhappy with our behaviour**

- 14 The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.
- 15 Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).