

Complaints Procedure

As a firm, we are committed to high quality legal advice and client care and we aim to offer all our clients an efficient and effective service but if a problem arises, you believe we have got something wrong, have concerns with the way we are dealing with you, or you are unhappy with an invoice you have received, we want to hear about it so that we can do our best to generate a positive solution.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns, and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, however, then please refer to our complaint's procedure below. Making a complaint will not affect how we handle your case.

If you have a complaint, please contact us with full details so that this may be investigated. We would like complaints to be in writing so that there is a clear record of the complaint either by letter addressed to Client Care at Richard Griffiths & Co, 86 Crane Street, Salisbury SP1 2QD or email to our Practice Manager, Rachael Fisher at clientcare@rg-law.co.uk

If you cannot put your complaint in writing or wish to discuss your matter in the first instance before deciding if you want to follow the formal complaints procedure, please telephone our Practice Manager, Rachael Fisher on 01722 329966.

Once your complaint is received what will happen next?

Step One: Your complaint will be registered in our central register.

Step Two: Our Practice Manager will write to you acknowledging your complaint within 10 working days. In this letter, we will ensure a copy of our complaints handling procedure is provided and we shall confirm what happens next.

Step Three: Your complaint will be investigated by an examination of your file by our Complaints Partner, Richard Griffiths speaking to the person who is working on your case and where relevant, the head of the department.

Step Four: Following the Complaints Partners' investigation he should be in a position to write to you providing our conclusions no later than 21 days after the date of the letter of acknowledgement was sent. Alternatively, they may suggest that they hold a meeting with you to discuss your complaint in person and the ways in which any concerns can be best answered and resolved. If the 21-day period cannot be met, a revised date will be given within that time frame together with an explanation as to why the response will take longer than usual.

Step Five: If you are satisfied with our response following the above steps, that will be the end of the matter. However, if you are not satisfied with our conclusions then please let us know within 10 working days of the date on which we wrote to you with our conclusions. You should be clear in what ways you remain dissatisfied with what we have stated/suggested and what you consider to be an appropriate resolution. We will then review the matter

considering your further representations and will notify you of the result of the review within 10 working days of the date upon which we received your letter.

If we do not hear from you within 10 days of our reporting letter, we will consider the complaint resolved and there will be no further communication from us regarding the complaint.

FURTHER OR OTHER RIGHTS OF REDRESS

Legal Ombudsman: Clients must always try complaining to us first. In most cases they will not be able to take their complaint further without allowing us the opportunity to respond to the complaint and resolve matters.

We are permitted eight weeks to consider the complaint. If for any reason, we are unable to resolve the problem between us within that timeframe, or you remain unsatisfied following our final response then our clients are advised that they may ask the Legal Ombudsman to consider the complaint.

Clients are free to refer any complaint about our work, fees, or level of service but there are some conditions and time limits. Please be aware that any complaint to the Legal Ombudsman must be made within six months of the client having received a final written response from us about their complaint. Complaints to the Legal Ombudsman must usually be made to them within a year of the date of the act or omission about which the client is concerned or within a year of the client realising there was a concern. The Legal Ombudsman will not accept complaints where the act or date of awareness was before 6 October 2010.

For further information, please contact the Legal Ombudsman on 0300 555 0333 or visit www.legalombudsman.org.uk. The Legal Ombudsman may be contacted at PO Box 6167, Slough, SL1 0EH or email enquiries@legalombudsman.org.uk.

Solicitors Regulation Authority: If you think a solicitor might be dishonest or have concerns about their ethics or integrity, you also have the right to notify our regulator, the Solicitors Regulation Authority (SRA). There are no time limits for making a report but there are limits on what the SRA will consider. Please note that the SRA cannot deal with issues of poor service (complaints of this nature should instead be referred to the Legal Ombudsman). For further information about the SRA's role, please contact the SRA or visit: <https://www.sra.org.uk/consumers/problems/report-solicitor.page#report>

Complaints about your bill: If the complaint is an objection to this Firm's level of fees, we will also notify you of your right to apply to the Court for an assessment of our fees under Part III of the Solicitors Act 1974. Your rights are set out more fully in Sections 70, 71 and 72 of the Solicitors Act 1974.

Further Information

For further information about our complaints handling procedures, please do not hesitate to contact Rachael Fisher, Practice Manager on 01722 329966 or by email clientcare@rg-law.co.uk by post to Client Care at 86 Crane Street, Salisbury, Wiltshire, SP1 2QD.