



## **COMPLAINTS HANDLING PROCEDURE**

### **Our Complaints Policy**

We are committed to providing a high-quality legal service to all our Clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

### **Our Complaints Procedure**

If you have a complaint, contact us with the details. You can do this in writing, by telephone or by email to [info@simonadams.info](mailto:info@simonadams.info). If you have contacted us by telephone, and we feel we have not fully understood all elements of your complaint, we may ask you to put it in writing. We will only do so if we feel it is absolutely necessary.

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

1. Our Managing Partner, Mr Bookman, will send you a letter (or email if you prefer) acknowledging your complaint. He will do this within 2 working days of our receiving your complaint. Where we have asked you to put the complaint in writing, he will do this within 2 working days of receiving your written comments.
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 then start to investigate your complaint. This will involve putting the complaint to the member of staff who has acted on your behalf, and considering their response to the issues raised. In addition the file will also be considered. We will do this within 7 working days of having written to you acknowledging your complaint
4. Mr Bookman will then write to you with his conclusions from his investigations and will propose further action where appropriate. He will also invite you to meet / telephone him to discuss the matter should you feel this is required. This will normally take place within 5 working days of Mr Bookman concluding his investigation.

5. Within 2 days of any meeting / telephone meeting Mr Bookman will write to you to confirm what took place and any further action that he has agreed with you.
6. At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. This will happen in one of the following ways.
  - Mr Bookman will review the decision himself within 5 days.
  - Another Partner of the firm will review Mr Bookman's decision within 10 days.
  - We will ask another local firm of Solicitors to review your complaint within 5 days. We will let you know how long this process will take.
7. We will let you know the result of the review within 5 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.
8. You can contact the Legal Ombudsman about your complaint, at Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ, or by email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). Telephone: 0300 555 0333. Their web address is [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). you are still not satisfied,

Please note the Legal Ombudsman will normally only investigate complaints if they are made within 12 months of the problem occurring (or within 12 months from when you should reasonably have become aware of the problem without taking advice from a third party, whichever is later). In addition, you should contact the Legal Ombudsman, in the unlikely event that you have to do so, within 6 months of receiving a final response from us regarding your complaint.

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