

## COMPLAINTS PROCEDURE

We are committed to providing a high-quality legal service to our clients. When something goes wrong, we need you to tell us about it. This will help us to sort out any mistakes or misunderstandings, and to improve our standards. Any complaints will be dealt with promptly, fairly and free of charge.

### Initial concerns

In most cases, an informal chat with the file handler responsible for your matter will resolve your concerns.

If it does not, you can formalise your complaint or speak to someone other than the file handler responsible for your matter. Our designated complaints manager (Dennis Brewer) can record everything you are unhappy about and recommend the best solution for you.

You can contact Dennis Brewer at [dmb@brewerwallace.co.uk](mailto:dmb@brewerwallace.co.uk).

### What we need to know

To deal with your complaint efficiently, it would be helpful when contacting us if you could provide the following information:

- Your name, contact details and preferred contact method
- File reference number
- Details of your concerns
- How you would like us to put things right

### What will happen next?

1. If you telephone us, we will endeavour to resolve the issue in that call.
2. If you email or write to us, or if your complaint cannot be resolved in a phone call, we will acknowledge receipt of your complaint in writing within 5 working days of receiving it.
3. We will then investigate your complaint. This will normally involve our compliance and complaints manager reviewing your file and speaking to any relevant members of staff about the issues identified.

4. When we have finished our investigation, we will aim to write to you with a full response within:
  - 28 days of receiving your original written complaint; or (if later)
  - within 14 days of our receipt of any additional information that we have asked you for.
5. The full response will state whether we uphold your complaint. If we require more time to investigate the matter, we will let you know and confirm when we expect to provide the full response.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the response to be reviewed by a director of Brewer Wallace Solicitors who has had no prior involvement in the matter being complained of.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If we have to change any of these timescales, we will let you know and explain why.
9. If you are still not satisfied, you can contact the Legal Ombudsman, whose contact details are as follows :

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
Tel: 0300 555 0333 between 9am to 5pm.  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Post : Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ
10. The Legal Ombudsman will usually require that you have tried to resolve your complaint with us, before they will agree to investigate it. Their standard deadlines for investigating complaints are:
  - within 6 months of receiving a final response letter from a solicitor, and
  - no more than 6 years from the date of the act or omission being complained about;  
or
  - no more than 3 years from when a person knew, or ought reasonably to have known, that they had a cause for complaint.
11. We will not usually agree to a complaint being referred to a certified provider alternative dispute resolution.