

## WAUGH'S SOLICITORS

# 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, to help us improve our standards.

### **Our complaints procedure**

If you have a complaint, please contact us with the details.

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

1. We will write to you acknowledging receipt of your complaint within three working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Proprietor, Mr A Martin Groat, who will review your matter file and speak with the member of staff who acted for you. If your complaint concerns Mr Groat, the complaint will be passed to Miss Clare Lumley. Miss Lumley will act as Client Care Representative for the purpose of any complaint against Mr Groat and will enact the procedure set out below.
3. Mr Groat will invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three working days of the meeting, Mr Groat will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Mr Groat will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Miss Lumley to review Mr Groat's decision.
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. We will let you know the results of the review within five days of the end of the review. At this stage we will write to you confirming our final position on your complaint and explaining our reasons.
9. If we need to change any of the timescales above we will let you know and explain why. For example, it may be the case that either the Client Care Representative or the member of staff concerned is away from the office or, in matters of complaints of considerable size, the review period may take longer. If so, we will advise you.
10. Additionally, the Legal Ombudsman expects that a complaint will be resolved within eight weeks of having been made and expects, usually, that it will be resolved within that eight-week period.

If you are dissatisfied with the way in which we have handled your complaint you can raise the matter with the Legal Ombudsman who can be contacted as follows:

Tel: 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Post: The Legal Ombudsman, PO Box 6806, Wolverhampton, Staffordshire, WV1 9WJ.

Any complaints should be brought to the Ombudsman's attention no later than six months after you have received a final response from us.

The Ombudsman will accept complaints for up to six years from the date of the alleged act or omission, or three years from when you should have known about the complaint. The Ombudsman will give you guidance about this point and you can contact them directly.

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for issues such as dishonesty, taking or losing your money, or treating you unfairly because of your age, a disability or other characteristic.

Visit their website at <https://sra.org.uk/consumers/problems/report-solicitor/> to raise your concerns with the Solicitors Regulation Authority.