

Complaints Procedure

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 do I make a complaint?

You can make a complaint in writing (by letter, or email) or by speaking to our Client Relationship Manager, Mrs Dhruva Patel, whose contact details are:

Name: **Mrs Dhruva Patel**
Email: **dpatel@berryandlamberts.co.uk**
Telephone: **01892 526344**

To help us to understand your complaint, and in order that we do not overlook any details, please tell us:

- your full name and contact details;
- your matter reference number;
- what you think we have got wrong; and
- what you hope to achieve as a result of your complaint.

If you require any help making your complaint, please let us know and we will try to help you. Alternatively, please see the Legal Ombudsman's example [formal complaint letter template](#).

How will you deal with my complaint?

- a) We will record your complaint on the firm's central complaints register;
- b) We will write to you within five working days acknowledging your complaint and enclosing a copy of this document (Complaints Procedure);
- c) We will investigate your complaint fully and this will usually involve:
 - reviewing the details of your complaint
 - reviewing your file(s) and other relevant documents, and
 - speaking with the person who dealt with your matter and any other relevant persons.
- d) 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;
- e) If appropriate we may also 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. Alternatively, we can discuss the matter with you by telephone;
- f) We will update you on the progress of your complaint at appropriate times; and
- g) 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 15 days of the date of our letter of acknowledgement.

We have **8 weeks** to resolve your complaint.

What if I am not satisfied with the outcome?

If we are unable to resolve your complaint, you can have the complaint independently considered by the Legal Ombudsman. The Legal Ombudsman investigates complaints about legal service providers fairly and objectively.

Ordinarily, you must have first exhausted our complaints procedure before you take your complaint to the Legal Ombudsman Service.

You can take your complaint to the Legal Ombudsman if:

- a) your complaint has not been resolved to your satisfaction within 8 weeks of being made; or
- b) the Ombudsman considers that there are exceptional reasons to consider the complaint sooner, or without it having been made first to us; or
- c) where the Ombudsman considers that in-house resolution is not possible due to irretrievable breakdown in the relationship between us.

You must take your complaint to the Legal Ombudsman:

- Within 6 months of receiving our final response to your complaint.
And
- No more than one year from the date of the act or omission being complained about
- No more than one year from the date when you should reasonably have known that there was cause for complaint

The Legal Ombudsman's contact details are:

Post: PO Box 6167, Slough SL1 0EH
Telephone: 0300 555 0333 (Monday to Friday from 9am to 1pm)
Calling from overseas: +44 121 245 3050
Relay UK: 18001 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

All firms of solicitors are obliged to attempt to resolve problems that clients may have with the service provided. It is therefore important that you immediately raise your concerns with us allowing us the opportunity to understand and resolve your concerns without delay.

Alternative dispute resolution (ADR) bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme, e.g. Ombudsman Services. We have, however, chosen not to adopt an ADR process. If, therefore, you wish to complain further, you should contact the Legal Ombudsman.

What to do if you are unhappy with our behaviour

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.

Visit its website to see how you can raise your concerns with the [Solicitor's Regulation Authority](http://www.sra.org.uk).

What will it cost?

We will not charge you for handling your complaint.

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 may be entitled to charge interest on the amount outstanding.

The Legal Ombudsman service is free of charge.