

## **UNDERHILL LANGLEY & WRIGHT**

### **COMPLAINTS 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**

Informal verbal complaints should be addressed to your solicitor in the first instance. If you are not satisfied with their proposals then please contact Alex Thompson our Client Care Partner. If the matter cannot be resolved informally with your solicitor it would assist investigations if you were to fully detail your concerns in writing so there is less room for misunderstanding your concerns and requirements. The Legal Ombudsman (see below) also recommends that you put your complaint to us in writing clearly stating "Formal Complaint" at the top of your letter and that you keep a copy. You should also keep copies of everything including any replies you receive from us.

You can contact Alex Thompson in writing or should this be impracticable by telephone at 7 Waterloo Road, Wolverhampton. Alex Thompson will pass your complaint to the partner in charge of the department involved in your complaint. If we have to change any of the timescales set out below we will let you know and explain why.

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

1. We will send you a letter within 7 days of receipt acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint.

2. We will then record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the file of your instructions.

3. If appropriate we will then invite you to meet Alex Thompson to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 21 days after first receiving your complaint. If you would prefer not to meet or if we cannot arrange this within an agreeable timescale, we will write fully to you setting out our views on the situation and any redress.

4. Within 7 days of any meeting we will write to you to confirm what took place and any suggestions that we have agreed with you.

5. At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. We would generally aim to do this within 10 days. Stuart Hodson, a Director, will review our decision.

6. Stuart Hodson will let you know the result of the review within 10 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. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806 Wolverhampton WV1 9WJ. Please note that you must make a formal complaint against us before you can take it to the Legal Ombudsman. Any complaint to the Legal Ombudsman must usually be made within twelve months of the date of our final decision on your complaint.

#### **Ordinarily:**

- a) The act or omission, or where the complainant should reasonably know there was cause for complaint, must have been after 5<sup>th</sup> October 2010; and
- b) The complainant must refer the complaint to the Legal Ombudsman no later than one year:-

– from the act or omission being complained about: or

-when the complainant should have realised there was cause for complaint. You should contact the Legal Ombudsman (0300 555 0333) or alternatively e-mail to; [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

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