

# JWP Solicitors

## Complaints Procedure

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JWP Solicitors are committed to providing a high level of professional service for our clients.

When any aspect of our service is not to the satisfaction of a client, we need to know why; and how we can act to create a satisfactory outcome. This will also help us to improve the standard of care we deliver to our clients.

If you have a formal complaint, please contact us in writing with the details. We will always respond to, and where appropriate and possible, remedy an unsatisfactory situation.

### **If you have a complaint we advise that you:**

- First contact the person with the day-to-day conduct of your matter.
- Or if your complaint is connected with that person, then you should contact their Head of Department, which is detailed in your client care letter.

### **Upon receipt of a complaint we will:**

- Acknowledge your complaint. At this stage we will advise either by telephone or letter the likely timescale required to deal with the issue. The complaint will be recorded on the Case File.
- We will also record your complaint in our central register.

### **We will then start to investigate your complaint.**

- We will investigate the matter, discussing the complaint with the member of staff involved and reviewing the case file where necessary.
- Where further information is required we will contact the client to arrange a meeting or further discuss.
- Following this investigation we will then write to confirm our final position on your complaint, including a full, detailed explanation of our reasons and decisions.
- If you are unhappy with our response at this stage, you can contact us again and we will review our decision. At this stage we will arrange for another Director of the firm to review the decision.

We are also happy to make use of Alternative Dispute Resolution (ADR) which with the help of a 3<sup>rd</sup> Party Dispute Resolution Body will look to resolve the complaint between the parties.

If you are still not satisfied, you can contact The Legal Ombudsman. Normally you will need to bring a complaint to them within six months of receiving a final written response from us about your complaint or within one year of the act or omission about which you are complaining occurring (or three years of you becoming aware of it).

Their contact details are:

Address: **Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ**

Helpline: **0300 555 0333**

Email: **enquiries@legalombudsman.org.uk**

Website: **<http://www.legalombudsman.org.uk>**

Under certain circumstances (for instance if you believe your solicitor has acted dishonestly) then you can raise your concerns with the SRA. Their website has all the relevant information which also includes the relevant form to complete.

Their contact details are:

Address: **SRA, The Cube, 199 Wharfside Street, Birmingham, B1 1RN**

Telephone: **0370 606 2555**

Website: <https://www.sra.org.uk/consumers/problems/>

### **Responsibility and review**

Responsibility for this policy lies with the Practice Manager who will review it annually in conjunction with JWP's Directors.