

Complaint Policy

Policy

We take very seriously all expressions of dissatisfaction from our clients. If you are dissatisfied or have any concerns about the service we have provided, please express your concerns verbally or in writing to your solicitor, their supervisor or the solicitor responsible for dealing with complaints, namely Arwel Lewis Jones. We strive to ensure that each complaint is dealt with swiftly in an attempt to reach an amicable and satisfactory solution.

Reporting & Investigation Responsibilities

Informal verbal complaints should be addressed to your solicitor in the first instance. If you are not satisfied with their proposals, then the matter should be taken up with Arwel Lewis Jones, the Complaints Manager. 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.

Response Times

Written complaints will be acknowledged within seven days of receipt whereby the name of the person responsible for handling the complaint will be confirmed. A full reply will be sent as soon as the matter has been investigated and our proposals for dealing with your concerns have been agreed upon. In any case, we will always endeavour to provide a full response within 21 days of our acknowledgement. If that is not possible, an interim response will be given explaining why it is not possible to meet this deadline, when we expect our investigations to be completed and a response finalised.

Unresolved Issues

If, in the unusual event that we are unable to resolve the matter to your satisfaction and you are still unhappy, you are able to take the matter up with the Legal Ombudsman. Contact details for the Legal Ombudsman are as follows:

- Address: PO Box 6806 Wolverhampton WV1 9WJ
- E-mail: enquiries@legalombudsman.org.uk
- Telephone: 0300 555 0333

You can obtain more information about complaints and what the Legal Ombudsman can do, on the website at: www.legalombudsman.org.uk.

If you wish to involve the Legal Ombudsman, you should do so no later than six months after the date of our final response.

Alternatively, if your concern is one of professional misconduct you can also contact the Solicitors Regulation Authority ('SRA'). Contact details for the SRA are as follows:

- Address: The Cube 199 Wharfedale Street Birmingham B1 1RN
- E-mail: report@sra.org.uk
- Telephone: 0370 606 2555

You can obtain more information about complaints and what the Legal Ombudsman can do, on the website at: www.sra.org.uk.

Management

All complaints (written or verbal) are recorded and logged centrally to enable us to detect recurring problems and trends. In recording such information we will comply with our obligations under the Data Protection Act 1988. As necessary, we will implement corrective action in response to individual complaints and improvement measures to prevent adverse trends and correct recurring problems. In this manner, we aim to constantly improve the service we provide.