

Barretts Solicitors

Complaints Handling Policy

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

If you have a complaint, please contact us with the details. We are regulated by The Solicitors Regulation Authority which also provides a complaints and redress scheme if for any reason we are unable to resolve the problem between us.

What will happen next?

1. **Acknowledging receipt of complaint.** We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. **Person handling your complaint.** We will then investigate your complaint. This will normally involve passing your complaint to one of the partners ('the responsible partner'), who will review your matter file and speak to the member of the firm who acted for you. (If your complaint relates to one partner, then the other partner will deal with your complaint.)
3. **Meeting to discuss complaint.** The responsible partner will then 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. **Confirming decision.** Within three days of the meeting, the responsible partner will write to you to confirm what took place and any solutions he has agreed with you.
5. **Replying to complaint in writing.** If you do not want a meeting or it is not possible, the responsible partner 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. **Reviewing the decision.** At this stage, if you are still not satisfied, you should contact us again and we will arrange for the responsible partner to review his own decision or (if the complaint does not relate to the other partner) we will arrange for the other partner to review the responsible partner's decision.
7. **Confirming review results.** 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. **The Legal Ombudsman.** If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 15870, Birmingham B30 9EB about your

complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the end of our work for you or within six months of you finding out there was a problem. For further information, you should contact the Legal Ombudsman on 0300 555 0333 (+44 121 245 3050 from overseas) or email them at enquiries@legalombudsman.org.uk

9. **Right to object to our bill.** If you are not happy with our bill, and we have not been able to resolve your complaint, there may also be a right to object to the bill by making a complaint to the Legal Ombudsman, and/or by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974. If all or part of a bill remains unpaid the firm may be entitled to charge interest;
10. **Change in timescales.** If we have to change any of the timescales above, we will let you know and explain why.