

EVERY NAYLOR LTD

OUR COMPLAINTS PROCEDURE

We are committed to providing a high quality legal service to all our clients and ensuring that trust is maintained within our profession. When something goes wrong we need you to tell us about it. This will help us to improve our standards and to ensure that we are acting with integrity at all times.

What do we regard as a complaint?

A complaint is “any expression of client dissatisfaction however it is expressed” and whether it is made in a formal and/or informal manner.

How do you know that you can complain and what do we do about this?

As well as operating a complaints procedure (details of which are mentioned below in this document) our client care letter provided to all clients upon the beginning of their dealings with us makes clear the following:

- That they are entitled to complain at any point in time during their involvement with us about a problem
- Who is responsible for dealing with your complaint and who has overall responsibility for this
- That a copy of this complaints procedure can be provided upon request
- That once a complaint has been made you are informed in writing of how this is to be managed and provided with a timescale for doing so
- That your complaint will be recorded in our central complaints register
- That the outcome of your complaint will be confirmed to you in writing together with any action that is to be taken following from this and whether any steps/procedures need to be corrected which were not to your satisfaction

In additional to this if any form of complaint is raised during the course of our dealings with you then the Company in the first instance will remind you orally and in writing that a complaints procedure is in existence which can be produced upon request.

Complaints responsibility

Miss Joanne Taylor Client Care Director has overall responsibility of all complaints within the Company.

Our Complaints Procedure

If you have a complaint with regard to the conduct of your matter or the bill rendered, please contact us with the details. We have a complaints policy

which is implemented by the firm and we are committed to resolving all grievances brought to our attention whether on an informal or formal basis. This policy can be made available to you upon request to consider if so necessary.

Please note that there is no charge for complaints handling at anytime by our firm.

What will happen next?

- We will send the client a letter acknowledging their complaint within 10 days of receiving it, enclosing a copy of the complaints policy and procedure and inviting them to attend an informal meeting within the next 10 days to discuss and hopefully resolve their complaint.

The letter will also confirm who will be dealing with your complaint and who has overall responsibility for the complaint.

- We will record the client's complaint in our Central Register. We will do this within 7 days of receiving their complaint.
- We will then start to investigate their complaint. This will normally involve passing their complaint to our Client Care Director (Miss Joanne Taylor) (or such other individual whom she shall appoint to act in her absence) who will review their file and speak to the member of staff who acted for them.
- If an informal meeting has been held then, we are, within 7-10 days of the meeting, to write to the client to confirm what took place and any solutions he/she has agreed with them. This will be done in any event within fourteen days of sending them the initial acknowledgement letter.
- If they do not want a meeting or it is not possible Miss Joanne Taylor (or the nominated individual) will send them a detailed written reply to their complaint, including his/her suggestions for resolving the matter, within 28 days of sending them the acknowledgement letter.

6. At that stage, if the client is still not satisfied, they should contact us again and we will arrange for another Director to review the decision.

7. We will write to them within 14 days of receiving their request for a review confirming our final position on their complaint and explaining our reasons. All complaints will be fully responded to and investigated within a four week period.

The Solicitors Regulation Authority can help if you are concerned about the behavior of the firm, such as;

- Dishonesty
 - Handling of funds
 - Diversity and equality
- This list is not exhaustive.

For further information on how and when to report a complaint to the Solicitors Regulation Authority you can visit their website on the link below for further guidance or alternatively you can contact them via;

Contact Centre: 0370 606 2555

Website: www.sra.org.uk/consumers/problems/report-solicitors

If we are unable to resolve your complaint, you can contact the **Legal Ombudsman** to assist.

You can complain about the conduct of a matter and/or your bill. You do need to refer the matter to them;

- Within six months of receiving our final response

If you complain directly to the Legal Ombudsman;

- No more than six years from the date of act/omissions; or
- No more than three years from when you should reasonable have known there was a cause for complaint.

However, the Legal Ombudsman will not accept complaints where the act or date of the awareness was before 6th October 2010.

For further information about the Legal Ombudsman you can contact them using the following details;

Call: 0300 555 0333 between 9am to 5pm

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

**Address: Legal Ombudsman
P.O. Box 6806
Wolverhampton
WV1 9WJ**

The Legal Ombudsman can order us to:

- apologise
- pay a specified amount for loss suffered
- pay interest on that compensation from a specified time

- pay a specified amount for inconvenience/distress caused
- ensure that (and pay for) any specified error, omission or other deficiency is put right
- take (and pay for) any specified action in the interests of the complainant
- pay a specified amount for costs the complainant incurred in pursuing the complaint
- limit fees to a specified amount.

The Legal Ombudsman can order compensation of up to £50,000.

The Legal Ombudsman can invoke an investigative fee upon the firm for each case that it considers unless it is accepted by them that this is not necessary as a reasonable first tier complaints process has been followed.

Alternative Dispute Resolutions (ADR)

Clients as well as being informed of details of the Legal Ombudsman should be provided with the name and web address of an ADR approved body which is competent to deal with the complaint in Lexcel. Clients should be told that they can use ADR if they wish to do so and be informed whether the Company intends to use the ADR approved body themselves.

Please note that we are able to cease correspondence with a client about a complaint if we are satisfied that this has been dealt with fully by ourselves.

We are committed to handling all complaints as sensitively as possible and in a manner which is accessible to call. Should at any time you require us to explain or expand further on any parts of our complaint's procedure, then please let us know.

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