

## Bartletts Solicitors Complaints Procedure

### Our complaints policy

We are committed to providing a high-quality legal service to all our Clients. Consequently, it is essential, when something goes wrong or any client believes they have reason to complain, that we have an effective procedure to assist an early resolution of the problem. Only by doing so can we hope to maintain the quality standards we have set, and improve them by learning from what may have gone wrong and what our clients tell us.

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to John Bartlett who has overall responsibility for client care, who will review your matter file and speak to the member of staff who acted for you.
3. John Bartlett 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. Within three days of the meeting, John Bartlett will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, John Bartlett 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. At this stage, if you are still not satisfied, you should contact us again and we will arrange for our decision to be reviewed. This may happen in one of the following ways: -
  - a) Our own review of our handling of your complaint and why you are dissatisfied with our decision
  - b) By arranging for some one else in the firm who is entirely unconnected with the complaint to review how it was handled and the decision taken.
  - c) By asking our local law society or another local firm of solicitors to review our handling of, and the decision on, your complaint (if they are willing to do this). This might take the form of mediation or some other type of alternative dispute resolution.
7. 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. If you are still not satisfied, you can contact:

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ about your complaint. The time limits for you to make a complaint to the Legal Ombudsman are: -

  - a) Six years from the date of act/omission, or

- b) Three years from the date you believe you should have reasonably known there were grounds for complaint (if the act/omission took place before the 6 October 2010 or was more than six years ago), and
- c) Within six months of you receiving a final response from us.

For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

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

### Revision History

<b>Date created:</b>	18 June 2010
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