

MARTIN ELLIOTT & CO SOLICITORS
COMPLAINTS HANDLING PROCEDURE

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. We aim to deal with complaints promptly, fairly, openly and effectively. We will not charge any fee for handling your complaint.

Our Complaints Procedure

If you have a complaint, please contact us with the details. You should contact Martin Elliott, the person nominated by the Practice to ensure prompt and thorough investigation of any complaint. He can be contacted by telephoning 01206 767112 or by email: martin@martinelliott.com or by writing to him at our address.

What Will Happen Next?

1. We will send you a letter acknowledging receipt of your complaint within five days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to Martin Elliott (Solicitor) who will review your matter file and speak to the member of staff who acted for you.
3. If appropriate, Martin Elliott 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 five days of the meeting, Martin Elliott 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, Martin Elliott 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 Martin Elliott to review his decision.
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. We have eight weeks to resolve your complaint. If we have to change any of the above timescales, we will let you know and explain why.
9. If matters are still unresolved at this stage, you may take your complaint to the Legal Ombudsman.

Legal Ombudsman

What to do if we cannot resolve your complaint.

If you remain dissatisfied at the end of our complaints process, you may refer your complaint to the Legal Ombudsman.

If you wish to refer your complaint to The Legal Ombudsman you must do so no later than:

- one year from the date of the act or omission which is being complained about; or
- one year from the date when you should reasonably have known there was cause for complaint

The Legal Ombudsman has the ability, in certain circumstances, to extend this one year time limit.

If you would like more information about the Legal Ombudsman, their contact details are as follows:-

Website: www.legalombudsman.org.uk

Email: enquiries@legalombudsman.org.uk

Telephone: 0300 555 0333 between 8.30am to 5.30pm (calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 and 02) from both mobiles and landlines. Calls are recorded and may be used for training and monitoring purposes.

For minicom call 0300 555 1777

Postal address: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH.

Solicitors Regulation Authority

What to do if you are unhappy with our behaviour.

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority - <https://www.sra.org.uk/consumers/problems/report-solicitor/>

Alternative Dispute Resolution

Alternative complaints bodies such as ProMediate (www.promediate.co.uk) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.