

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.

Our Complaints Procedure

If you have a complaint about our service, or a bill that we have sent you or both, please contact us with the details of your complaint so we can try to resolve this as soon as possible.

The person to contact in the first instance is the solicitor/paralegal/trainee solicitor who was advising you; their name and contact details should be known to you but, if you are unsure, please look on the client care/terms and conditions letter that you were sent at the start of your case or contact the Practice Director or her assistant to ask for their name and contact details (Juliet.adelman@atkinshope.co.uk)

If you would prefer not to raise the complaint directly with the solicitor or fee earner running your case, then you will find details of their supervisor in your client care/terms and conditions letter. If you cannot find this, then please contact the company and ask for the Practice Director or her assistant who will find out the name and contact details of your solicitor's supervisor.

You should set out your complaint in writing, either by letter or in an email.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within seven days of us receiving the complaint, enclosing a copy of this procedure and giving you a date or deadline by which time we will have responded to your complaint which would normally be within fourteen days.
2. We will then investigate your complaint. If the complaint is about your solicitor/fee earner then they will attempt to resolve this with you directly by emailing or writing to you with their response to your complaint. If you either do not consider that the complaint is resolved, after your solicitor or paralegal has responded to you in writing, or you have asked to pursue your complaint directly with

the solicitor's supervisor, then their supervisor will take the following steps:

- a) review your file
- b) discuss your complaint with the solicitor/fee earner
- c) write to you with their response within fourteen days of your initial complaint

3. At this stage, if you are still not satisfied with either your fee – earners response nor their supervisor then you should contact us again and we will arrange for the Director with responsibility for complaints (Jerry Bull) to review your complaint and the response by the solicitor and supervisor. We will write to you within fourteen days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons. Mr. Bull may telephone you to discuss next steps and solutions and/or may propose a meeting to discuss your complaint.
4. If we have to change any of the timescales above, we will let you know and explain why.

If you are still not satisfied, you can then contact the Legal Ombudsman at:-

PO Box 6806
Wolverhampton
WV1 9WJ

Tel: 0300 555 0333 or 0121 245 3050

Email: enquiries@legalombudsman.org.uk

There are time limits within which complaints must be made to the Legal Ombudsman, as indicated below.

Generally speaking, your complaint should be made to the Ombudsman no later than 24 months from when the problem occurred or from when you should reasonably have become aware of the problem.

Additionally, you should make your complaint to the Ombudsman within six months of receiving a final response from us, following the complaint that you have made to us.

Reviewed by JA 01.10.20