

ERIC ROBINSON 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. Initially, please contact the person having conduct of the work being undertaken for you, or alternatively, the Client Care and Supervisory Partner whose name will have been notified to you in our Service Plan. The Client Care and Supervisory Partner will investigate your complaint personally if it relates to the service provided by his or her office, or will pass your complaint to the Partner in charge of the department responsible for the work undertaken on your behalf.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint and will also send you a copy of this procedure. We will endeavour to do this within seven days of receiving your complaint.
2. We will then investigate your complaint. This will normally involve passing your complaint to the relevant Client Care and Supervisory Partner, who will review your file and, if appropriate, speak to the member of staff who acted for you. In some cases it may be necessary for us to ask you for further information or clarification as to the nature of your complaint.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint. We will try to do this within fourteen days of sending you the acknowledgement letter.
4. Within seven days of that meeting, we will write to you to confirm what took place and any solutions or remedies that have been agreed with you.
5. If you do not want a meeting, or it is not possible, then the relevant Client Care and Supervisory Partner will send to you a detailed written reply to your complaint, including our suggestions for resolving the matter. We will try to do this 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 another Partner in the firm who has not been involved in your complaint, to review the decisions reached.
7. We will write to you within 21 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are then still not satisfied, you may chose to contact the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ, about your complaint. You may also contact the Legal Ombudsman by telephone on 0300 555 0333 or by email at enquiries@legalombudsman.org.uk (website: www.legalombudsman.org.uk). Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response to your complaint. Alternative complaints bodies exist which are competent to deal with complaints about legal services but we do not agree to their use.
9. If we have to change any of the time scales noted above, we will let you know, and explain why.