

SMITH MAY SOLICITORS LLP
CLIENT COMPLAINTS PROCEDURE

1. 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.

2. OUR COMPLAINTS PROCEDURE

- a) If you have a complaint write to us with the details (if you have not already done so).
- b) We will then record your complaint within our central register within a day of receiving it and will send you an acknowledgement on the same day.
- c) We will then start to investigate your complaint. This will normally involve the following steps:-
 - We will pass your complaint on to Joanne May our Client Care Partner within 3 days.
 - Upon receipt of the complaint she will ask the person who acted to reply to your complaint normally within 7 working days, though this period may have to be extended to allow for absences.
 - She will then examine their reply and the information in your complaint and, if necessary, she may also speak to them. This will take up to 7 working days from receiving their reply and the file.
- d) Joanne May will then write to you and, if necessary, ask you to meet her and hopefully resolve your complaint. She will do this within one month of receiving your complaint.
- e) If a meeting proves necessary, Joanne May will write to you to confirm what took place and any solutions she has agreed with you, within one week of the meeting. We reserve the right to ask another member of staff to be present at any meeting and to make a note of what is discussed, a copy of which will be provided to you.

If you do not want a meeting or it is not possible to hold one, Joanne May will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter.

- f) If we have any changes to the timescales above we will let you know and explain why.

3. LEGAL OMBUDSMAN

If at the conclusion of our complaints process you remain dissatisfied you have up to 6 months from our final response in which to complain to the Legal Ombudsman. Your complaint should also be brought to the Legal Ombudsman no later than 12 months from when the problem first occurred or from when you should have reasonably become aware of the problem.

The Legal Ombudsman's contact details are as follows:-

0300 555 0333

www.legalombudsman.org.uk enquiries@legalombudsman.org.uk

PO Box 6806
Wolverhampton
WV1 9WJ

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