

# FAIRCLOUGHS SOLICITORS

## Complaints Handling Procedure

We are committed to providing you with the very best legal service, but we recognise that on occasion things may go wrong and we assure you that we take any complaint seriously and have a set procedure which we will follow when considering your complaint.

The set procedure is as follows:-

1. We will investigate your complaint. This will involve reviewing your file.
2. We will contact you by your preferred method (i.e. phone, email or letter) within 10 days of your receiving the Complaints Handling Procedure with details of the results of the review and a suggested remedy.
3. You can either respond by your preferred method or call us and we will arrange a convenient appointment time when we can meet to discuss your complaint and try and reach a resolution.
4. Within 10 days of the meeting, we will write to you to confirm what took place and any solutions we agreed upon.
5. If you did not request a meeting but you respond to our letter, then we will send you a response within 10 days of receiving your response.
6. At this stage, if you are still not satisfied you should contact us again and we will arrange for a review by a barrister or another local solicitor with experience of this type of case, to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirm our final position on your complaint and explaining our reasons.
8. If your complaint is in relation to our fees charged to you during your claim, we offer an independent assessment via and A.D.R process and we pay the costs of the same to the extent of £1,500 plus VAT.
9. If you are still not satisfied, you can contact the Legal Ombudsman at: PO Box 6806, Wolverhampton, WN1 9JW or by calling 0300 555 0333 or by emailing [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) about your complaint. Before you make a complaint to a Legal Ombudsman, it is a requirement that you have raised your complaint with us first and we have had 8 weeks to deal with your complaint. If you

are not satisfied with our reply after the 8 weeks has expired, you can complain to the Legal Ombudsman. The time limit for taking a complaint to the Legal Ombudsman is 6 months from the date when you received your final written response from us or within 12 months from when the problem occurred or from when you should have become aware of the problem. If you complain to the Legal Ombudsman after 12 months, it is possible that they may refuse to look at your complaint. For further information you should contact the Legal Ombudsman or refer to the Legal Ombudsman's website at [www.legalombudsman.or.uk](http://www.legalombudsman.or.uk)

10. In the event of a complaint about our services or otherwise, you should firstly follow our internal procedures as set out above, but you have the option to complain to our regulators, the Solicitors Regulation Authority at The Cube, 199 Wharfside Street, Birmingham, B1 1RN or telephone 0370 606 2555. Faircloughs Solicitors' SRA number is 642184.
11. If your complaint is about your bill, you may have the right to apply to the Court for an assessment under Part III of the Solicitors Act 1974. There are strict time limits applicable, and you may wish to seek independent legal advice:
  - Within one months from the date of your invoice you have an unconditional right to a detailed assessment
  - After one month the Court may impose restrictions
  - After one year from the invoice date, you will lose the right too a detailed assessment, except in special circumstances.

The Legal ombudsman may not consider a complaint about a bill if you have applied to the Court for such an assessment.