

# CLIENT CARE 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.

## Our complaints procedure

If you are not happy with the service you have received, please raise this first with the member of staff concerned or, if you do not feel able to discuss the matter with him or her, the person responsible for overall supervision of the work. You will find their names in the client care letter sent to you at the beginning of the work. If you do not feel able to discuss the matter with them or you are dissatisfied with their response you should contact Mr Ian Huxham who is the partner in charge of client care.

We will record your complaint in a central register.

Mr Huxham will contact the partner or member of staff who acted for you to reply to your complaint within 14 days. He will then examine their reply and the information on the complaint file. If necessary he may also speak to them. We will conduct a full investigation and an independent review of the matter and will aim to respond in full in writing within 28 days of the matter being referred to him. However if the complaint is of a more complex nature we may require more time but we will let you know when you will receive a full response.

At this stage, if you are not satisfied you can write to us again. We will then arrange for another member of the Firm to review Mr Huxham's decision. We will aim to write to you within 14 days of referral, confirming our final position on your complaint and explaining our reasons

In some cases we may invite you to agree to independent mediation

## Legal Ombudsman

If it is still unresolved at this point you may take your complaint to the Legal Ombudsman. The time limits for referring a complaint to the Legal Ombudsman are not later than:

- one year from the date of the act or omission being complained about; or
- one year from the date when the complainant should have realised that there was cause for complaint.

Before it will consider a complaint the Legal Ombudsman generally requires that the firm's internal complaints procedure has been exhausted. If the Legal Ombudsman is satisfied that the firm's proposals for resolving a complaint are reasonable, it may decline to investigate further.

The Legal Ombudsman's details are:-

- PO Box 6806 Wolverhampton WV1 9WJ
- Email [www.legalombudsman.org.uk](mailto:www.legalombudsman.org.uk)
- Telephone 0300 555 0333
- Website : [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

### Complaints concerning data protection

If you have any complaint regarding our data protection policies or practices, please contact our Data Protection Manager Mr Monty Morris at [monty.morris@beersllp.com](mailto:monty.morris@beersllp.com) to whom complaints should be addressed at first instance. You also have the right to make a complaint to the Information Commissioner's Office (ICO) which is the UK's independent body set up to uphold information rights.

### Solicitors Regulatory Authority

The Solicitors Regulatory Authority can help you if you are concerned about our behaviour. This could be things like dishonesty, taking or losing your money, treating you unfairly because of your age, a disability or other characteristic. Visit: [//www.sra.org.uk](http://www.sra.org.uk)