

## Complaints Handling Policy

### 1. 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.

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we provide, then you should inform us immediately so that we can do our best to resolve the problem.

If you have a complaint or observation about our service, please say so. Please follow these steps to ensure that your concerns are resolved quickly:

- First:** Please speak to the person responsible for your case. This includes any complaint about your bill. You may prefer to put your concerns in writing, if this is the case please send your letter or email to the person who is acting for you.
- Second:** If the person responsible for your case is not able to resolve matters to your satisfaction, or if you find it difficult to speak to them about a complaint, please write or call their Supervisor whose name will have been given to you when you first instructed us.
- Third:** If you are dissatisfied by the way the Supervisor has handled your complaint please contact the Partner in charge of the Department (Head of Department) whose contact details are available on our website.

If after these stages your complaint remains unresolved, please contact our Client Care Director who will investigate the matter for you. Please email [compliance@ellisonssolicitors.com](mailto:compliance@ellisonssolicitors.com) with the details.

### 2. What will happen next

1. Any complaint will be dealt with quickly and reasonable efforts will be made to respond to your concerns.
2. We will send you written communication acknowledging receipt of your complaint within three working days of us receiving it, enclosing a copy of this procedure.
3. We will then investigate your complaint. This will normally involve speaking with the people who have been dealing with your matter.
4. Within 21 working days of sending you the acknowledgement letter, the Client Care Director will send you a detailed written reply to your complaint, including his suggestions for resolving the matter. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a review of the decision.
5. We will write to you within 14 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. We have a total of 8 weeks to resolve your complaint. If we have to change this or any of the timescales above, we will let you know and explain why.

### 3. What to do if we cannot resolve your complaint

If you are still not satisfied, you can then contact the Legal Ombudsman. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that we have tried to resolve your complaint with us first.

You must usually refer your complaint:

- Within six months of receiving a final response from us about your complaint; and
- No more than six years from the date of the act/omission giving rise to the complaint or alternatively, no more than three years from the date you should have reasonably known there are grounds for complaint. Further details are available on their website.

You can contact the Legal Ombudsman either by telephone: 0300 555 0333, or by writing to them at the following address:

The Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

Their website address is [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) and their email address is: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money, or treating you unfairly because of your age, a disability or other characteristic. You can raise your concerns through their website: <https://www.sra.org.uk/consumers/problems/report-solicitor/>

Alternative complaints bodies such as ProMediate (<http://www.promediate.co.uk/what-we-do/what-is-mediation/>) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

#### **4. What will it cost?**

We will not charge for handling your complaint.

Please note that if we have issued a bill for work done on the matter and or all some of the bill is not paid, we are entitled to charge interest on the amount outstanding.

The Legal Ombudsman service is free of charge.