

*For (e) and (f) the condition is that the services to which the complaint relates were provided by the respondent to a person –*

*(g) who has subsequently died; and*

*(h) who had not by his or her death referred the complaint to the ombudsman scheme.”*

#### 8.5.8 Central Register of Complaints.

All complaints must be notified to Marion Foley who keeps the central register of complaints received by the Firm. The notification should outline the complaint and attach the original of any letter of complaint if one exists.

Where complaints are substantiated, it may be that some form of corrective action needs to be taken to ensure, as far as possible, that the circumstances do not occur again. Marion Foley should identify the cause of any problems and consider whether changes in procedures are necessary, or whether the member of staff concerned in a particular issue has additional training needs.

Marion Foley conducts an annual review in the month of November of complaints data and trends, which forms part of the review of risk.

#### 8.5.9 Our Internal Complaints Procedure

The following is our Policy as notified to our clients.

##### *“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 aim to deal with any complaints informally without having to invoke this policy, which may involve discussing the matter over the telephone or in person, but if has not been possible to resolve your issue, the following procedures will apply.*

##### *Our Complaints Procedure*

*If you have a complaint, we would ask you to contact us with full details of your dissatisfaction.*

##### *What Will Happen Next?*

1. *Within 7 days of receiving your complaint, we will:*
  - a) *Send you a letter acknowledging receipt of your complaint providing you with a copy of this policy and asking you to confirm*

*or explain the details set out if this has not already been done by you. We will also let you know the name of the person who will be dealing with your complaint.*

- b) Record your complaint in our central register and open a separate file for your complaint.*
- c) Pass your complaint to Marion Foley, our Client Care Manager, so that the investigation to your complaint can commence. If the complaint relates to a matter in relation to which Marion Foley has had conduct, Issy Begum will oversee your complaint.*

*If we need to await further details from you in accordance with (a) above, once this information is received, we will then start the investigation of your complaint (see 2 below).*

- 2. Within 21 days of receipt of full information from you regarding your complaint:*
  - a) Marion Foley or Issy Begum will ask the member of staff who acted for you to provide an internal report (which may be verbal or in writing) relating to your complaint.*
  - b) Marion Foley or Issy Begum will then examine their reply and the information in your file(s) in accordance with your complaint and, if necessary, he or she may also speak to them.*
  - c) Marion Foley or Issy Begum will then write to you in response to your complaint. This will include her suggestions for resolving the matter.*

*We would ask you to respond to our letter within 14 days.*

*After reviewing your complaint, if any of our invoices remain outstanding at this stage and we do not believe there are substantial grounds for your complaint, we reserve our right to pursue such outstanding costs including through the Court process.*

- 3. Upon receipt of your further response, we will contact you within 7 days to either invite you to a meeting to try to resolve the complaint (or if you do not want a meeting or this is not possible) Marion Foley or Issy Begum will send you a further reply to your complaint.*

*We would ask that you respond to this letter within 7 days.*

- 4. At this stage, if you are still not satisfied, you should advise us and we will then arrange to review our decision. The person appointed to oversee your complaint will review the decision*

*within 7 days and write to you within this timescale confirming our final position on your complaint and explaining our reasons.*

5. *In the event that a resolution is not possible at this stage using our internal complaints process, you have a right to complain to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact them by telephone 0300 555 0333, by email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or through the post, PO Box 6806, Wolverhampton WV1 9WJ. The website is [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).*

*Alternative complaints bodies (such as ProMediate) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.*

- *Name: ProMediate  
email [enquiries@promediate.co.uk](mailto:enquiries@promediate.co.uk)  
Telephone 0203 621 3908  
Website <https://www.promediate.co.uk/contact-us/>  
Address: Brow Farm Top Road Frodsham WA6 6SP.*

*If we have to change any of the timescales above, we will let you know and explain why."*

6, **What to do if you are unhappy with our behaviour**

*The Solicitors Regulation Authority can help 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.*

*Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority.*

**8.5.10 When complaints can be made to the Solicitors Regulation Authority.**

Clients must be advised of when they may make complaints to the SRA and signposted to their website.

The Solicitors Regulation Authority will deal with complaints in respect of the firm's behaviour for instance, this could be for things like dishonesty,

taking or losing client's money or treating them unfairly because of age, a disability or other characteristic.