

COMPLAINTS 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 have a complaint, please contact Mr Nick Jutton who is the person responsible for dealing with client care issues. If your complaint relates to Mr Jutton, then please contact another partner in the firm. You can contact him/her by post at 63 High Street, Lymington, Hampshire, SO41 9ZT, or via email at nick@scottbailey.co.uk or law@scottbailey.co.uk.

What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within a maximum of 3 days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve reviewing your file and speaking to the member of staff who acted for you. If your complaint relates to a matter where the file has been closed, we may need to obtain your file from our archive storage facility, which may take 1-2 days.
3. Mr Nick Jutton (or another partner if your complaint relates to Mr Jutton) will send you a detailed reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a partner who has not had any dealings with your matter to review the initial decision.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. If you are still not satisfied, you can contact the Legal Ombudsman (LeO) at the Office for Legal Complaints on 0300 555 0333, or by writing to PO Box 6806, Wolverhampton, WV1 9WJ, email: enquiries@legalombudsman.org.uk.

The LeO will not normally deal with complaints unless our complaints procedure has been exhausted and allows us to do this within 8 weeks. The LeO asks that you contact his office within 6 months of your last contact with the firm. Please note that the LeO will not handle complaints from large businesses (see the LeO website: www.legalombudsman.org.uk).

Alternatively, there are alternative complaints bodies such as Small Claims Mediation (UK) Limited (www.small-claims-mediation.co.uk) which are competent to deal with complaints about legal services should both you and our firm wish to use such a Scheme. For our part, we agree to use Small Claims Mediation (UK) Limited.

Objecting to our bill(s)

You may have the right to object to our bill(s) by applying to the court for an assessment of the bill(s) under Part III of the Solicitors Act 1974.

Non-payment of our bill(s)

You should be aware that the firm may be entitled to charge interest if all or part of our bill(s) remains unpaid.

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

Making a Complaint about us to the Solicitors Regulation Authority (SRA)

The Solicitors Regulation Authority could help you if you think a solicitor might be dishonest or you have concerns about their behaviour.

Examples include:

- Shutting down their law firm without telling you.
- Dishonesty or deliberately overcharging you.
- Taking or losing your money.
- Treating you unfairly because of your age, a disability or other characteristic.

To complain to the SRA please complete and return the attached form to them by email or to the address provided.