

## **Complaints Procedure**

Our aim is to give the best possible service to all of our clients. If something goes wrong, we need you to tell us about it as soon as possible so that we can do our best to resolve matters.

If at any time you are dissatisfied with an aspect of the service you have been given, in the first instance, it may be helpful to contact the person who is handling your case to make your concerns known. We will do our best to address any issues you may have at this stage. If you would like to make a formal complaint, then we set out the procedure below.

Any concerns about our service will be taken very seriously and we will respond promptly. Our aim is to learn from this and continually improve the way we provide our service to ensure that we can meet all of our clients' expectations.

### **Our complaints procedure**

If you have a complaint, please contact 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 by post at 63 High Street, Lymington, Hampshire, SO41 9ZT, or via email at [nick@scottbailey.co.uk](mailto:nick@scottbailey.co.uk) or [law@scottbailey.co.uk](mailto:law@scottbailey.co.uk).

### **What will happen next?**

1. We will send you a letter or email acknowledging receipt of your complaint within 3 days of us receipt of your letter or email. We will send you a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your file to our Client Care Partner, Nick Jutton. He will review your file and speak to the person 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. Nick Jutton (or another partner if your complaint relates to Mr Jutton) will send you a detailed reply to your complaint, including his 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 another 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 the final position on your complaint and explaining our reasons.

### **What to do if we cannot resolve your complaint**

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They are an independent complaints body that deals with legal services complaints. They will look at your complaint independently but will check first that you have tried to settle matters with us using our complaints procedure. You must contact the Legal Ombudsman within 6 months of receiving our final response to your complaint and in any event within 6 years from the date of the act or omission giving rise to the complaint or 3 years from the date when you should have reasonably known that there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them. You can contact the Legal Ombudsman 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](mailto:enquiries@legalombudsman.org.uk).

Alternative complaints bodies exist such as Small Claims Mediation (UK) Limited ([www.small-claims-mediation.co.uk](http://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