

# Complaints Procedure

## Our complaints policy

We are committed to providing a high quality legal service to all our clients. If 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 Ms Sarah Unsworth who is the person responsible in this case for dealing with client care issues.

You can contact Sarah by post: **63 High Street, Lymington, Hampshire, SO41 9ZT**  
or via email: **[sarah.unsworth@scottbailey.co.uk](mailto:sarah.unsworth@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 a maximum of 3 working 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 3-5 days.
3. Ms Sarah Unsworth will send you a detailed reply to your complaint, including 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.

## What to do if we cannot resolve your complaint

You can ask the Legal Ombudsman (LeO) to look at your complaint independently:

- Within six months of receiving a final response to your complaint; and
- No more than one year from the date of the act/omission; or
- No more than one year from when you should reasonably have known there was cause for complaint.

You can contact the LeO at the Office for Legal Complaints on: **0300 555 0333**

or by writing to: **Legal Ombudsman, PO Box 6167, Slough, SL1 0EH**

or via email: **[enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)**

Please note that the LeO will not handle complaints from large businesses.

See the LeO website: **[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)**

Alternatively, there are alternative complaints bodies 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.

## 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](http://www.sra.org.uk).

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## 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.