

## **Phillips & Phillips solicitors**

### **Complaints Procedure**

We are committed to the highest standards in the legal service we provide to our clients. If you have any reason at any time to raise a concern about the service you have received, you should immediately contact the person who is working on your case, who will be happy to discuss the matter with you. This will help us to address any concerns or misunderstandings, and to further improve our standards.

If you still remain unsatisfied, then you should please raise the problem with our Complaints Officer / Partner responsible for your case.

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

1. We will acknowledge receipt of your complaint in writing within five working days of receiving it.
2. We will then investigate your complaint. This will normally involve our complaints officer reviewing your file and speaking to the lawyer who acted for you and any other member of staff within the team responsible for your matter.
3. Within 21 days of sending you the acknowledgement letter our complaints officer will invite you to a meeting to discuss and resolve your complaint. If you do not want a meeting or it is not possible for any other reason to have a meeting, our complaints officer may instead offer you an opportunity to discuss the matter by telephone.
4. Within three days of the meeting, or any telephone discussion we have with you instead of a meeting, our complaints officer will write to you to confirm what took place and any solutions we have agreed with you.
5. In any case he will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the written acknowledgement of your complaint referred to in paragraph 1 above.

6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the firm to review the decision of our complaints officer.
7. 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.

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

In the vast majority of cases, following this procedure will result in an amicable resolution of your complaint.

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

If you are still not satisfied, you can contact the Legal Ombudsman at:

PO Box 6806

Wolverhampton

WV1 9WJ.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman

Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint and no more than three years from when you should reasonably have known there was cause for complaint. For

further information, you should contact the Legal Ombudsman on **0300 555 0333** or at **enquiries@legalombudsman.org.uk**. Note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman at **www.legalombudsman.org.uk**.

### **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 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.

### **Solicitors Regulation Authority**

The Solicitors Regulation Authority (SRA) can also help you if are concerned about our conduct.

You can raise any concern you have with the SRA at this link:

<http://www.sra.org.uk/consumer/problems.page>