

COMPLAINTS POLICY

Our complaints policy

Boyes Sutton & Perry is 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 concern or a complaint, that has not been dealt with to your satisfaction by the person handling your case or their supervising director (if any), please contact us as soon as you are aware of the problem so this can be addressed. Please contact Frances Thompson by post to our office address, by telephone to 0208 449 9155 or by e mail at ft@bsplaw.co.uk

What will happen next?

- 1. We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure.**
- 2. We will then investigate your complaint. This will normally involve passing your complaint to our client care director Frances Thompson who will review your matter file and speak to the member of staff who acted for you.**
- 3. Frances Thompson will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.**
- 4. Within three days of the meeting, Frances Thompson will write to you to confirm what took place and any solutions she has agreed with you.**
- 5. If you do not want a meeting or it is not possible, Frances Thompson will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.**
- 6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your**

comments. Depending on the matter we may at this stage arrange for another director to review the decision.

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.

8. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ or call 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made :

(a) Within 6 years from the date of the act or omission, OR

(b) Within 3 years from the date when the complainant should reasonably have known there were grounds for complaint (if the act/omission took place before November 2011 or was more than 6 years ago) AND

(c) Within six months of you receiving a final written response from us regarding your complaint if that response complies with rule 4.4 of the Ombudsman's Scheme Rules.

The Legal Ombudsman has provided further guidance on its service at www.legalombudsman.org.uk.

9. The Solicitors Regulation Authority can help you 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. The Solicitors Regulation Authority website is www.sra.org.uk.

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