

PRICE & SON SOLICITORS
CLIENT COMPLAINT INFORMATION

Policy

We take very seriously all expressions of dissatisfaction from our clients. Our procedures for handling complaints are designed to ensure that each complaint is dealt with swiftly in an attempt to reach an amicable and satisfactory solution.

Reporting & Investigation Responsibilities

Informal verbal complaints should be addressed to your lawyer in the first instance. If you are not satisfied with their proposals, then the matter should be taken up with the principal responsible for their work. The name of that person will have been given in your initial client care letter, but if you are unable to locate this, you can ask your lawyer or a member of our support staff. If the matter cannot be resolved informally with your lawyer, it would assist investigations if you were to fully detail your concerns in writing so there is less room for misunderstanding your concerns and requirements.

Your complaint can include a complaint about the bill which you receive and you may also have the right to object to any bill by applying to the Court for an assessment of the bill under Part 3 of the Solicitors Act 1974. If all or part of a bill which we render to you remains unpaid we may be entitled to charge interest.

Response Times

Written complaints will be acknowledged in within 7 days of receipt whereby the name of the person responsible for handling the complaint will be confirmed. A full reply will be sent as soon as the matter has been investigated and our proposals for dealing with your concerns have been agreed upon. In any case, we will always endeavour to provide a full response within 21 days. If that is not possible, an interim response will be given explaining why it is not possible to meet this deadline, when we expect our investigations to be completed and a response finalised.

Unresolved Issues

You have the right to complain to the Legal Ombudsman at the conclusion of our internal complaint process. If you have a complaint, you must give us a chance to resolve the complaint before the Ombudsman can get involved. Once you have a concern about an issue, it helps the process if you can act immediately.

Usually you should allow us at least 8 weeks to resolve your complaint. Once this time has passed, if the complaint is not resolved to your satisfaction you can involve the Legal Ombudsman. The Legal Ombudsman asks that you contact that organisation as soon as you can and within 6 months of your last contact with us.

Overall, you should complain to us or to the Ombudsman within a year of when you realised there was a concern.

The Legal Ombudsman can be contacted as follows:

- Address: P O Box 6167 Slough SL1 0EH
- e-mail: enquiries@legalombudsman.org.uk
- Telephone: 0300 555 0333

In appropriate cases such as misconduct, dishonesty or discrimination you can complain to the Solicitors Regulation Authority. They can be contacted at The Cube 198 Wharf Street Birmingham B1 1RN tel 03706062555 or for international calls (44) 1213296800.

Management

All complaints (written or verbal) are recorded and logged centrally to enable us to detect recurring problems and trends. As necessary, we will implement corrective action in response to individual complaints and improvement measures to prevent adverse trends and correct recurring problems. In this manner, we aim to constantly improve the service we provide.