

COMPLAINTS HANDLING POLICY

Our Complaints Policy

We are committed to providing a high quality legal service to all our clients. We need you to tell us if you think that something may have gone wrong. This will help us to maintain and improve our standards.

Our Complaints Procedure

Informal stage

If you have any concerns about the quality of our service or the way in which your file is being handled or with regard to an invoice you have received then please contact either the member of staff concerned or their supervisor/Head of Department by telephone, letter or email. Alternatively, you may contact our Client Services Manager, Rob Styles (contact details below).

Whoever you contact at this stage will enter your complaint in our central register.

If the issue raised is not promptly resolved to your satisfaction, or if you wish to make a formal complaint then please proceed as set out below.

Please telephone, write or email to one of the following :-

Client Care Principal

Stephen Woolley
Robinsons Solicitors
St James Court
Friar Gate
Derby DE1 1BT
Tel : 01332 254163
Email: stephen.woolley@robinsons-solicitors.co.uk

Client Services Manager

Rob Styles
Robinsons Solicitors
St James Court
Friar Gate
Derby DE1 1BT
Tel : 01332 254168
Email: rob.styles@robinsons-solicitors.co.uk

Formal Stage

Within 5 working days of receiving your complaint we will :

- a. Write to you stating who will be dealing with your complaint. We will at the same time set out a statement of our understanding of your complaint. We may also request further information in order to consider your complaint.
- b. Start to investigate your concerns by :
 - Thorough review of your file
 - Detailed discussion with the member of staff who acted for you

Within 7-14 days of receiving your complaint we will :

- a. Have completed the steps detailed above
- b. Write to you in detailed response to your claim and suggest how this may be resolved
- c. Alternatively, we may invite you to meet with us to discuss and endeavour to resolve your concerns. If such meeting is held then we will write to you within 5 days after such meeting to confirm what took place and any resolution we may have agreed with you

If you do not want a meeting, or it is not possible for you to attend, then we will in any event send you a detailed response suggesting a possible resolution.

If you are still not satisfied

- a. If you are still not satisfied with our written response and we have not suggested a meeting then you may request a meeting which will be held as soon as mutually conveniently possible. We will write to you within 5 days after such meeting to confirm what took place and any solutions agreed with you or offered to you
- b. If you remain dissatisfied with our proposals for resolution of your complaint, whether after receiving such proposals only in writing or following a meeting (or if we have offered a meeting but you do not wish to or it is not possible for you to attend) then we will arrange for another Senior Principal in the practice, unconnected with the matter, to review the decision/proposals which have been made.

We will let you know the result of such review within 14 days of receiving your request for review confirming our final position on your complaint and explaining our reasons.

If you remain dissatisfied, you can then contact the Legal Ombudsman at PO Box 8: 28 York Road, London SE1 1NL (email:enquiries@legalombudsman.org.uk ; telephone 0300 5550333). Normally you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

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