

COMPLAINTS POLICY

COMPLAINTS POLICY AND PROCEDURE

Information for Our Clients

Belmores is committed to providing a high quality legal service to all our clients. When something goes wrong, or appears to go wrong, we need you to tell us about it. This will help us to improve our standards. We aim to:

- make sure you are informed about your right to complain;
- provide procedures which are easy to understand and follow;
- act promptly to investigate and resolve complaints fairly, openly and effectively;
- provide appropriate remedies, acknowledge mistakes and apologise where appropriate;
- record and monitor complaints in order to seek continuous improvement.

Routine Questions and Concerns

We hope that you will be able to discuss any routine questions and concerns with the solicitor or caseworker who has been dealing with your matter. In order to try and prevent any dissatisfaction you may have developing into a formal complaint, the solicitor or caseworker will respond to you in a professional and courteous manner and will take all reasonable steps to address any problems and put things right.

If the solicitor or caseworker is not able to resolve your concerns promptly and to your complete satisfaction, or if you prefer to speak to somebody more senior, you should complain.

What is a Complaint?

A complaint is an expression of dissatisfaction about the way in which we have carried out, or failed to carry out our work, which requires a response.

How to Complain

Formal complaints should be directed to Dave Foulkes, a solicitor, supervisor and director, preferably in writing. Contact details are as follows:

Dave Foulkes
40 Crown Road, Norwich, NR1 3DX
Telephone: 07887930442
Email: dave@belmores.co.uk

If your complaint is about work carried out by Dave Foulkes, the complaint will be investigated by Simon Nicholls who is also a solicitor, supervisor and director. Contact details are as follows:

Simon Nicholls
40 Crown Road, Norwich, NR1 3DX
Telephone: 07889 379233
Email: simon@belmores.co.uk

Acknowledgement of your Complaint

We will:

- acknowledge your complaint in writing within 7 days;
- confirm the name and position of the person who will deal with your complaint;
- let you know what steps we intend to take and when you should expect to hear from us next;
- record your complaint in our central register;
- provide you with a copy of our Complaints Policy.

Investigating your Complaint

In order to investigate your complaint Dave Foulkes (or Simon Nicholls if your complaint is about Dave Foulkes) will:

- speak to the solicitor or caseworker who has been dealing with your matter;
- examine the case file;
- invite you to a meeting to discuss and hopefully resolve your complaint if it is considered that a meeting is practicable, is in the best interests of both parties and will facilitate a resolution.

Responding to your Complaint

If a meeting takes place, Dave Foulkes (or Simon Nicholls if your complaint is about Dave Foulkes) will write to you within 5 working days to confirm what took place and any solutions he has agreed with you.

If a meeting is not considered appropriate, we will explain why we do not believe that a meeting is necessary. In these circumstances, we will send you a written response to your complaint, normally within 21 days of acknowledgement.

In our written response we will:

- respond to each and every concern you have raised;
- make suggestions for resolving your complaint;
- apologise if we have got something wrong;
- let you know what steps we have taken to put things right;
- let you know what you should do if you remain dissatisfied.

The Legal Ombudsman

We aim to resolve every complaint amicably through our complaints procedure. In the unlikely event that we are unable to resolve your complaint, you are entitled to refer the matter to the Legal Ombudsman by letter to PO Box 6806, Wolverhampton, WV1 9WJ, by phone 0300 555 0333 or by email enquiries@legalombudsman.org.uk. Any complaint to the **Legal Ombudsman** must usually be made within six months of you receiving a final response from us or within six years from the date of the act/omission or three years from when you should have known about the complaint. The Legal Ombudsman will not accept complaints where the act or date of awareness goes beyond 6th October 2010.

If your complaint concerns our bill then you may also have a right to object to the bill by applying to the Court for an assessment of the bill under Part 111 of the Solicitors Act 1974. If we have to change any of the timescales above, we will let you know and explain why. You will not incur any fees for the time spent in dealing with your complaint.

Our Quality Commitment

At Belmores we are committed to continuous improvement. Complaints are important to us because we can learn from them and take action to improve our service to you.

All complaints are recorded centrally and monitored by our directors. If you need more information about any aspect of our complaints policy and procedure or help to make a complaint, please ask.

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