

COMPLAINTS PROCEDURE

It is important to us that we provide services of the highest quality to all of our clients. We aim to ensure that any complaints that clients may have are identified and dealt with in accordance with this procedure.

What is a complaint?

A report by a client that their expectations of what they consider to be a good service have not been met.

Prospective Clients:

A complaint can also be made by a prospective client if the Firm has:

- Unreasonably refused a service to a complainant
- Persistently or unreasonably offered a service that the complainant does not want.

Making a complaint

You can register the complaint with the person dealing with your matter or the Client Care Partner directly. The Client Care Partner, Tamrah Woolfe is responsible for ensuring that complaints are handled effectively and in accordance with this procedure. The Deputy Client Care Partner is Guy Davis, who will ensure that complaints are handled effectively in accordance with this procedure in the event that you are unable to direct your concerns to the Client Care Partner.

The contact details for both the Client Care Partner and Deputy are:

- Client Care Partner, Tamrah Woolfe: tw@daviswoolfe.com
- Deputy Client Care Partner, Guy Davis: gd@daviswoolfe.com

If preferred, you may register your complaint by post:

20 North Audley Street, London, W1K 6WE

This procedure will also apply to prospective clients who we have refused to provide a service to or persistently or unreasonably offered an unwanted service to but only if the complainant has evidence to show that we did not have reasonable grounds to do so.

The Client Care Partner, with the support of the Chief Operating Officer, keeps an electronic register of all complaints. The register includes all the required details and the register is signed off when the complaint has been finalised.

The Client Care Partner reviews the complaints data and it also forms part of the Annual Risk Review. The complaints are reviewed to determine if there are any training requirements, changes in systems and processes which are required.

Investigating the complaint

- (1) We will acknowledge the complaint within seven days.
- (2) We will conduct a full investigation and an independent review of the matter.
- (3) We aim to respond in full within 28 days. However, if the complaint is of a more complex nature we will require more time, but we will let the complainant know when they will receive a full response.
- (4) We will reply to the complainant, usually in writing to tell him/her of our views on the complaint and how we propose to resolve it, hopefully to the complainant's satisfaction – including

appropriate redress – this could include a reduction in fees if appropriate, compensation or a gesture of goodwill.

- (5) If the complainant is dissatisfied with the outcome, or the way the complaint has been handled, the complainant may write to either Tamrah Woolfe or Guy Davis (as an alternative contact from the person who investigated the complainant's initial concerns) and will make such further investigations as are necessary.
- (6) The Client Care Partner/Deputy will inform the complainant of the conclusions and any alternative proposals to resolve the complaint, usually within 28 days of this being referred to him/her.
- (7) If still unresolved at this stage, the complainant may take their complaint to the Legal Ombudsman, you will have to bring your complaint to the Legal Ombudsman within 6 months of receiving a final response from us about your complaint and 6 years from the date of the act or omission giving rise to the complaint or alternatively 3 years from the date you should reasonably have known there are grounds for complaint (if the act/omission took place before 6 October 2010 or was more than 6 years ago).
- (8) We will record and report centrally all complaints received from clients.
- (9) We will identify the cause of any problems of which the client has complained offering appropriate redress and correcting any unsatisfactory procedures.

Legal Ombudsman

The Legal Ombudsman is an independent and impartial complaints handling body established by the Legal Services Act 2007 to deal with complaints against solicitors.

The Legal Ombudsman may:

- Investigate the quality of professional service supplied by a solicitor to a client.
- Investigate allegations that a solicitor has breached rules of professional conduct.
- Investigate allegations that a solicitor has unreasonably refused to supply a professional service to a prospective client.
- Investigate allegations that a solicitor has persistently or unreasonably offered a professional service that the client does not want.

Before it will consider a complaint the Legal Ombudsman generally requires that the Firm's internal Complaints Procedure has been exhausted. If the Legal Ombudsman is satisfied that the Firm's proposals for resolving a complaint are reasonable, it may decline to investigate further.

The Legal Ombudsman's address is:

PO Box 6806, Wolverhampton, WV1 9WJ

Tel: 0300 555 0333

Email: enquiries@legalombudsman.org

It should be noted that alternative complaints bodies such as Ombudsman Services exist which are competent to deal with complaints about legal services should both the complainant and the firm wish to use such as scheme. However, the Firm does not agree to use this scheme on the basis that the Legal Ombudsman is an independent and impartial body that can consider a complaint should the complainant wish to raise their concerns with them.

The Solicitors Regulation Authority

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.

You can raise your concerns with the [Solicitors Regulation Authority](#).