Complaints Handling Procedure

Our Complaints Policy

We are committed to providing a high-quality legal service and to dealing with all our clients fairly, so if you feel that something has gone wrong we need you to tell us.

Our Complaints Procedure

If you have a concern or complaint please contact us in writing (by letter, fax or email) or by speaking with our Complaints Officer Anne Chambers whose contact details are: Parfitt Cresswell Limited, Rother House, River Way, Uckfield, East Sussex TN22 1SL, tel. 020 7381 8311, or email to complaints@parfittcresswell.com

To help us to understand your complaint, and in order that we do not miss anything, please tell us:

- Your full name and contact details
- What you think we have got wrong
- What you hope to achieve as a result of your complaint, and
- Your file reference number (if you have it)

If you require any help in making your complaint we will try to help you.

How will you deal with my complaint?

1. We will record your complaint centrally and will write to you by post or email within five working days acknowledging your complaint, enclosing a copy of this procedure.

2. We will then investigate your complaint. This will usually involve reviewing your complaint, reviewing your file(s) and other relevant and related documents, and speaking with the person(s) who dealt with your matter.

3. The complaint will normally be investigated by our Complaints Officer Anne Chambers, who may need to ask you for further information or documents during the course of her investigation. If so, we will ask you to provide the information within a specific period of time.

   We will update you on the progress of your complaint at appropriate times.

4. We may also, if appropriate, invite you to a meeting to discuss your concerns and, it is hoped, resolve your complaint. You do not have to attend if you do not wish or if you are unable to do so. We will be happy to discuss the matter with you on the telephone.

5. We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement.

What if I am not satisfied with the outcome?

If you are unhappy with the outcome of our complaints handling procedure please let us know and give your reason(s) why, and we will review the matter. Depending on what you say we may at this stage arrange for a partner or director to review the decision. If so we will write to you within 14 days of receiving your request for a review stating our final position on your complaint and explaining our reasons.

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

If you are still unhappy you can ask the Legal Ombudsman to look into your complaint. You can contact the Legal Ombudsman:

- By post at PO Box 6167 Slough SL1 0EH
- By telephone: 0300 555 0333 (Minicom: 0300 555 1777) between 9.00 to 17.00 Monday to Friday, or
- By email: enquiries@legalombudsman.org.uk

You must usually refer your complaint to the Legal Ombudsman within six months of our final written response to your complaint and within one year of the act or omission about which you are complaining having occurred (or within one year of you becoming aware of it). Further details are available on the website: www.legalombudsman.org.uk.

Alternative complaints bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We have, however, chosen not to adopt an

alternative dispute resolution process. If, therefore, you wish to complain further, you should contact the Legal Ombudsman.

What will it cost?

We will not charge you for handling your complaint. Please note however that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

The Legal Ombudsman service is free of charge.

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help 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.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority.