

# OUR COMPLAINTS PROCEDURE

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, then you can read our full complaints procedure below. Making a complaint will not affect how we handle your case.

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.

## WHAT TO DO IF WE CANNOT RESOLVE YOUR COMPLAINT

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint
- and
- No more than six years from the date of act/omission; or
  - No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them:

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Telephone: 0300 555 0333 between 9am to 5pm

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Address: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

# LODGE BROTHERS LEGAL SERVICES

## COMPLAINTS HANDLING PROCEDURE

If you have experienced a problem, please bring your concerns to our attention. We will do our best to address any dissatisfaction that you have experienced in using the services of this firm. Our primary objective is to put things right.

### OUR COMPLAINTS POLICY

We are committed to providing a high-quality service to our clients. This includes a commitment to putting things right when they go wrong. This policy explains how we will deal with any formal complaint.

### OUR COMPLAINTS PROCEDURE

Our complaints manager is Michael Lodge. You can contact him by post at this office, or by e-mail at [michael@lodgebrothers.co.uk](mailto:michael@lodgebrothers.co.uk). It is helpful if you put your concerns into writing, but if you would prefer not to, or if you would find it difficult to do so, he can be contacted by phone at 02035406658.

If you have special needs which we should take into account due to language or disability, please let us know.

To explain to you how long our process might take we have included our target times for each stage of the process. Where, for any reason, it is not possible to observe any of these limits we will let you know and explain why.

1. We will send you a letter acknowledging receipt of your complaint within 3 working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve Michael Lodge reviewing your file and speaking to the member of staff who acted for you. He may want to discuss the issues directly with you and hopefully resolve your complaint. This should be completed within a period of 15 working days.
3. If we have not been able to resolve your concerns we will send you a detailed written reply to your complaint, including suggestions to resolve the matter, within 21 days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied you should contact us again and we will review our decision and provide our final response within 21 days of your requesting a review.

### LEGAL OMBUDSMAN

If you do not agree with the outcome of our complaints process, or we fail to investigate it within 8 weeks, you can then complain to the Legal Ombudsman. Complaints to the Legal Ombudsman must usually be made within six months of our final response to your complaint.

The Legal Ombudsman can investigate complaints for up to six years from the date a problem occurred or within three years from when you found out about the problem.

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