

Complaints Handling Procedure

1. Any complaint received from a client is treated very seriously.
2. The lawyer responsible for the client's file will notify the person in charge of complaints, currently Kerry Underwood, the Chairman and a solicitor who has undergone special training in dealing with complaints.
3. A complaint will be acknowledged within 2 days of us receiving it and at the same time the client will be sent a copy of this procedure and supplied with the postal and website address of the Legal Ombudsman.
4. The lawyer involved will study the complaint in detail, referring back to the client's file and any other relevant material.
5. The lawyer will then telephone the client to try to resolve the complaint over the phone and propose a course of action to remedy the situation and also to try and avoid it happening again.
6. If the client is satisfied a report is then passed to Kerry Underwood to consider further preventative action.
7. If the client is not satisfied with the course of action proposed by the lawyer, then the complaint will be passed to Kerry Underwood, for further investigation.

8. Kerry Underwood will, within the next 14 days, based on the information that he has gained from the file, and discussions with the lawyer, contact our client either by telephone or letter and try to resolve the problem and if appropriate come to an agreement with our client on the course of action to be taken.
9. Follow up action: corrective and preventative actions needs to be taken to resolve the current complaint and prevent it happening again.
10. Written confirmation should be given to our client of the final response.
11. Please note that if the complaint relates to a matter dealt with by Kerry Underwood then the complaint will be dealt with by Robert Males, Chief Executive.
12. If a client remains dissatisfied after exhausting the internal procedure, he or she has the right to complain to the Legal Ombudsman. This complaint should be sent to:

Legal Ombudsman

PO Box 15870

Birmingham

B30 9EB

Alternatively the client can email the Legal Ombudsman on enquiries@legalombudsman.org.uk

This complaint must be made to the Legal Ombudsman either within twelve months of the date it was first raised or within 6 months of our final response to the complaint.

13. All complaints, together with associated documentation, will be filed in a scanned electronic complaints file on Law Abroad Plc Terastation Two.