

## **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 complaint.

## **Our complaints procedure**

Our complaints partner is Michael Wilson. You can contact him by post at this office, or by e-mail at michaelw@wilson-wakefield.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 02392 464475

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.

<b>Action</b>	<b>Timescale</b>
Invite you to a meeting or to discuss the issues by telephone	Within two working days
Confirm the outcome of the meeting or telephone conversation in writing	Within three working days of the meeting/telephone conversation
Investigate the issues	Within 14 days of receiving the complaint
If a meeting/telephone discussion is not possible or required: Investigate the issues and write to you with the outcome	Within 21 days
Review and close the complaint	Within 8 weeks of receiving the complaint

## **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.

The address is PO Box 6806, Wolverhampton WV1 9WJ, telephone 0300 555 0333 or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

### **Solicitors Regulation Authority (SRA)**

The SRA sets the ethical and professional standards expected from solicitors' firms as well as the people that work in those firms. You are able to complain to the SRA if you believe that a principle has been breached.

There are seven **Principles** that all law firms regulated by the SRA must meet. This means that they must act:

1. in a way that upholds the constitutional principle of the rule of law, and the proper administration of justice
2. in a way that upholds public trust and confidence in the solicitors' profession and in legal services provided by authorised persons
3. with independence
4. with honesty
5. with integrity
6. in a way that encourages equality, diversity and inclusion
7. in the best interests of each client.

[www.sra.org.uk/consumers/problems/report-solicitor/](http://www.sra.org.uk/consumers/problems/report-solicitor/)