

## **Backhouse Solicitors Complaints Policy**

- 1 We are committed to providing a high quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right, so if something has gone wrong, including in relation to the bill, we need you to tell us.
- 2 **How do I make a complaint?**
  - 2.1 You can contact us in writing (by letter, fax or email) or by speaking with our complaints manager, whose contact details are:

Post: Liz Lister, Backhouse Solicitors, 17 Duke Street, Chelmsford Essex CM1 1JU

Email: [Liz.lister@backhouse-solicitors.co.uk](mailto:Liz.lister@backhouse-solicitors.co.uk)

Fax: 01245 281266
  - 2.2 To help us to understand your complaint, and in order that we do not miss anything, please tell us:
    - 2.2.1 your full name and contact details
    - 2.2.2 what you think we have got wrong
    - 2.2.3 what you hope to achieve as a result of your complaint, and
    - 2.2.4 your file reference number (if you have it)
  - 2.3 If you require any help in making your complaint we will try to help you.
- 3 **How will you deal with my complaint?**
  - 3.1 We will record your complaint centrally.
  - 3.2 We will write to you within 5 working days acknowledging your complaint, enclosing a copy of this policy.
  - 3.3 We will investigate your complaint. This will usually involve:
    - 3.3.1 reviewing your complaint
    - 3.3.2 reviewing your file(s) and other relevant documents, and
    - 3.3.3 speaking with the person who dealt with your matter
  - 3.4 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.
  - 3.5 We will update you on the progress of your complaint at appropriate times.

3.6 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.

3.7 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 28 days of the date of our letter of acknowledgement.

#### **4 What if I am not satisfied with the outcome?**

4.1 If you are unhappy with the outcome of our complaints handling procedure please first let us know and we will review the matter.

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

4.2.1 by post at PO Box 6167, Slough, SL1 0EH

4.2.2 by telephone: 0300 555 0333, or

4.2.3 by email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

4.3 You must usually refer your complaint to the Legal Ombudsman within six months of our final written response to your complaint and within six years of the act or omission about which you are complaining occurring (or within three years of you becoming aware of it). Further details are available on the website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

#### **5 What will it cost?**

5.1 We will not charge you for handling your complaint.

5.2 Please note 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.

5.3 The Legal Ombudsman service is free of charge.

#### **6 Complaints about the use of your personal data**

6.1 If you are unhappy about the way we manage your personal information, you have the right to object to the Information Commissioner:

6.1.1 by post at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

6.1.2 by telephone: 0303 123 1113

6.1.3 by visiting the website <https://ico.org.uk/make-a-complaint/>

#### **7 Complaints to the Solicitors Regulation Authority**

7.1 If you believe that we have been dishonest or breached one of the Solicitors Regulation Authority Principles then you can report us to the Solicitors Regulation Authority. The

Solicitors Regulation Authority does not normally consider complaints about poor service, which should be reported to the Legal Ombudsman – see section 4 above.

- 7.2 To find out more about what you can report and how to make a report to the Solicitors Regulation Authority, please visit their website which can be found at: <https://www.sra.org.uk/consumers/problems/report-solicitor/> where you will also find the reporting form.