

Complaints Procedure

Our Complaint Policy and Procedure

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us improve our standards and be a better firm.

What is a complaint?

A report by a client that their expectations of what they consider to be good service has not been met.

Making a Complaint

You can register the complaint with the person dealing with your matter, or our Client Care Manager and Director of Operations directly – Deb Peck

In the first instance, we'd prefer if you write to us with full details of your complaint so that we have a good understanding of the issues being highlighted.

You can write to Deb at:

2 Stuart Street
Derby
DE1 2EQ

Or by email: debp@simpsonjones.co.uk

Deb Peck is responsible for ensuring that complaints are handled effectively and in accordance with the procedure. This procedure will also apply to prospective clients who we have refused to provide a service to or persistently or unreasonably offered an unwanted service to, but only if the claimant has evidence to show that we did not have reasonable grounds to do so.

Deb keeps a register of all complaints. The register includes all the required details and the register is signed off when the complaint has been finalised. Deb and the management team review the complaints data and it also forms part of our annual risk review. Any

complaints are reviewed to determine if there are any training requirements, changes in systems and processes which are required.

Investigating the Complaint

- 1) We will acknowledge the complaint within seven days, which allows for any postal delays and we will notify you of who will be handling your complaint.
- 2) We will record your complaint in our central register and open a file for your complaint. We will then conduct a full investigation and independent review of your matter.
- 3) We aim to respond within 28 days, however if the complaint is of a more complex nature, we may require more time, but we will let you know when we can give you a full response. We may also invite you in personally to meet with our Client Care Manager to gather more information or evidence to resolve the matter.
- 4) We will reply to you, usually in writing to tell you of our views on the complaint and how we propose to resolve it, hopefully to your full satisfaction. Including appropriate redress – this could include a reduction in fees if appropriate, compensation or a gesture of good will.
- 5) If you remain dissatisfied with the outcome of the situation, or the way the complaint has been handled, then you may write to the Complaints Handling Partner – Ms Joanne Jones - also at the address above, who will make further investigations into the issue.
- 6) We would generally aim to do this within ten days, and will happen in one of these ways:
 - Client Care Manager and Director of Operations will review her own decision
 - We will arrange for someone in the firm who is not involved to review it
 - Complaints Handling Partner will review your complaint within ten daysThe Complaints Handling Partner will then inform you of the conclusions and any other alternative proposals to resolve the complaint.
- 7) If the issue is still unresolved at this stage, then you can take it to the Legal Ombudsman or, in accordance with the Alternative Dispute Resolution Regulations to an Alternative Dispute Resolution (ADR) scheme provider. We will issue a final letter advising this.

Legal Ombudsman

The Legal Ombudsman is the independent body established by the office for legal complaints under the legal services Act 2007 to deal with complaints against solicitors.

The Legal Ombudsman may:

- Investigate the quality of professional service supplied by a solicitor to a client

- Investigate allegations that a solicitor has breached rules of professional conduct
- Investigate allegations that a solicitor has unreasonably refused to supply a professional service to a prospective client.
- Investigate allegations that a solicitor has persistently or unreasonably offered a professional service that the client does not want.

Before it will consider a complaint the Legal Ombudsman generally requires that the firm's internal complaint procedure (outline above) has been exhausted. If the Legal Ombudsman is satisfied that the firms' proposals for resolving a complaint are reasonable, it may decline to investigate further. You will have to bring your complaint to the legal ombudsman within 6 months of receiving a final response from us about your complaint, and 6 years from the date of the act or omission, giving rise to the complaint. Alternatively, 3 years from the date you should reasonably have known there are grounds for complaint (if the act/omission took place before October 6th, 2010 or was more than 6 years ago)

The Legal Ombudsman address and contact details are:

PO Box 6806, Wolverhampton, WV1 9WJ

Telephone: 0300 555 0333

Website: <https://www.legalombudsman.org.uk/>

Email: enquiries@legalombudsman.org.uk

The Solicitors Regulation Authority

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be things like dishonesty, taking or losing money or treating you unfairly because of age, race, disability or any other characteristic. You are able to raise concerns with the [Solicitors Regulation Authority](#)

Alternative Dispute Resolution Schemes

Alternative complaint bodies (such as the Ombudsman, www.ombudsmanservices.org.uk) exist which are competent to deal with complaints about legal services should both you and our firm want to use such a scheme.

However, we don't currently agree to use this Alternative Dispute Resolution service in view of the availability of the independent Legal Ombudsman Service established under the Legal Services Act 2007. We are bound by our Regulatory Code to comply with the Legal Ombudsman.

Contracts Entered into Online

If we are unable to resolve your complaint which relates to a contract entered into online, you may contact the Online Dispute Resolution providers by accessing the following link – <http://ec.europa.eu/consumers/odr>