



## **WRJ SOLICITORS Limited**

### **COMPLAINTS POLICY**

#### **Complaints**

Our complaints procedure is below. It explains to clients how we will handle their concerns if they feel something has gone wrong. Whenever a client complains about our service, or about the bill, we must use that procedure. Even if a complaint is malicious or misconceived we must respond courteously and handle it effectively.

Accordingly, if a complaint is made by or on behalf of a client, notify Narinder Kaur Hayer she will then handle the matter, starting with sending the client a copy of our complaints procedure, and finishing with sending the client another copy of the information in paragraph 8 our complaints procedure. Narinder Hayer, will also take action to ensure that we learn from the complaint, including keeping a record, analysing complaints data and correcting any unsatisfactory procedures.

Note that the definition of "complaint" in the SRA Code of Conduct is "*an oral or written expression of dissatisfaction which alleges that the complainant has suffered or may suffer financial loss, distress, inconvenience or other detriment*". If you are not sure if a comment from a client amounts to a complaint, ask if they wish the matter to be handled under our complaints procedure.

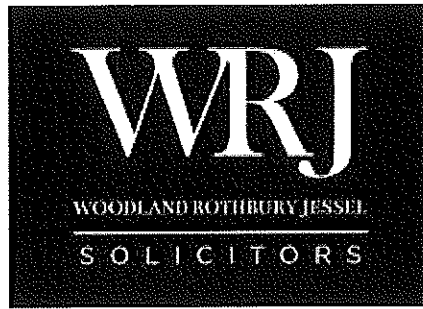
If any client asks about our complaints procedure, you should send them a copy. (Page 3)

#### **Prospective and Former Clients**

You should not ignore or dismiss a complaint merely because it is from a prospective or former client.

Former clients are obviously entitled to complain about our service.

Complaints from prospective clients are likely to be rare. However, they can arise e.g. if someone is disappointed by our refusal to act for them. Prospective clients may complain to the Legal Ombudsman, if they are not satisfied with the way we handle their complaint. Under the SRA Code of Conduct, the word "*clients*" includes prospective and former clients, where the context permits. Hence we should, with appropriate allowance for the circumstances, apply our complaints procedure if we receive a complaint from a prospective client.



## **WRJ Solicitors** **Complaints Procedure**

We are committed to providing a high-quality legal service to our clients. When something goes wrong, we need you to tell us about it. This will help us to sort out any mistakes or misunderstandings, and to improve our standards.

If you have a complaint, please raise the problem with the lawyer responsible for your matter, or if you prefer Narinder Kaur Hayer (Complaints Partner)

What will happen next?

1. We will acknowledge receipt of your complaint in writing within fourteen days of receiving it. (We will consider the format for those who are vulnerable or have disabilities).
2. We will then investigate your complaint. This will normally involve our complaints partner (Narinder Kaur Hayer) reviewing your file and speaking to the member of staff who acted for you.
3. Within 14 days of sending you the acknowledgement letter our complaints partner Narinder Kaur Hayer will have 8 weeks to consider your complaint and provide with a detailed written reply to your complaint, including her suggestions for resolving the matter, of sending you the written acknowledgement of your complaint referred to in paragraph 1 above.
8. If we have to change any of these timescales we will let you know and explain why.
9. If you are still not satisfied, you can contact the Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). Note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.
10. If a complaint cannot be resolved you may also be able to ask for it to be referred to a process of alternative dispute resolution using a certified provider. We are not required to agree to such a request. In any case this is not available to businesses, only consumers. We will give you more information about that right if it becomes relevant.

## **Final Notice to Consumer Client at End of the Complaint Procedure**

Because you are a consumer rather than a business and we have exhausted our internal complaint handling procedure we are required by law to notify you of two options which may assist you if you are still not satisfied.

1. You can contact the Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). Note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.
2. The following body would be competent to deal with your complaint using what is known as Alternative Dispute Resolution (also known as ADR): [specify the name and web address of the provider your firm has chosen. The three available providers are Ombudsman Services, ProMediate and Small Claims Mediation]. In the circumstances of this case we are not prepared to submit your complaint to an alternative dispute resolution procedure operated by that body.

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