

# Complaints Handling Policy/Procedure



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You may have asked for our complaints procedure or you may be receiving this because you have experienced a problem with our service.

If you have experienced a problem, thank you for bringing your concerns to our attention. We will do our best to address any dissatisfaction that you have experienced in using the services of this firm. Our primary objective is to put things right.

## 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 Kristine Burton. You can contact her by post at as 'at this office', or by e-mail at [Kristine.burton@lifetimesolicitors.co.uk](mailto:Kristine.burton@lifetimesolicitors.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, she can be contacted by phone at **0333 241 7675 / 01733 972 974**.

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.

ACTION	TIMESCALE
Acknowledge the complaint in writing	Within two working days
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)

You may alternatively contact the Solicitors Regulation Authority (SRA) if you have concerns as to whether we have breached any of their professional rules for solicitors. These will be found at [www.sra.org.uk/solicitors/standards-regulations/principles](http://www.sra.org.uk/solicitors/standards-regulations/principles) and the SRA can be contacted at **The Cube, 199 Wharfedale Street, Birmingham B1 1RN**, or by email to [contactcentre@sra.org.uk](mailto:contactcentre@sra.org.uk).

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