

COMPLAINTS POLICY

Our Complaints Policy

We aim to provide a high quality legal service to all our clients. However, should something go wrong we need you to let us know. We want you to be satisfied with all aspects of our services and to be able to learn from your feedback how we can improve our service in the future.

Complaints procedure

1. If you have a complaint, or you feel that you have been treated unfairly, you can contact us in writing (by letter, fax or email), or by contacting our Complaints Partner, Fiona Ennis-Webb. Her details are:

Fiona Ennis-Webb
Ennis-Webb & Co
Elite House
155 Main Road
Biggin Hill
WESTERHAM
TN16 3JP

Telephone: 01959 577000

Email: Fiona@ennis-webb.co.uk

To help us deal with your complaint, please give us:

your name and contact details
what you consider the problem is and
what you hope to achieve as a result of your complaint

We will then acknowledge your complaint by letter within three days advising you of the name of the person who will be dealing with your complaint and sending you a copy of this Complaints policy. We may need further information to deal with your complaint, if so, you may receive an additional letter within three days. If we do this we will ask you to provide the information within a specific time period.

We will record your complaint in our Central Register as soon as we receive your complaint and open a file.

We will then commence the investigation of your complaint. In the first instance, the person who has been responsible for handling your matter will be required to respond to your complaint within 5 days, if we need additional time to do this, you will be notified. A complaint may arise as a result of a misunderstanding of advice given to you, or as a result of poor or inadequate information being provided to you. A letter from the person handling your matter may resolve the issue. This letter may include suggestions for

resolving your concerns. A copy of this letter will be passed to Fiona Ennis-Webb to be placed on your complaint file.

It may be that we will suggest a face to face meeting would be a better way to resolve your complaint. This may be with the person who was handling your matter and/or with Fiona Ennis-Webb, the Complaints Partner.

We will write to you within 5 days after any meeting to confirm what took place at the meeting and set out any solutions or suggestions we have arrived at with you.

If you are unhappy with the outcome of our complaints handling procedure please let us know. If you are still unhappy you can ask the Legal Ombudsman to look into your complaint.

2. You can contact the Legal Ombudsman:

by post: PO Box 6806, Wolverhampton WV1 9WJ

by telephone: 0300 555 0333, or

by email: enquiries@legalombudsman.org.uk

In normal circumstances, the Legal Ombudsman expects you to allow us eight weeks to try to resolve your complaint before contacting them, and complaints should be made within six weeks of the date of the completion of our internal complaints procedure.

Ordinarily, you will be required to present a complaint to the Legal Ombudsman within 6 years of the issue that you are complaining about (or if it is later than this, within 3 years when you should reasonably have become aware of it).

Further information is available on the Legal Ombudsman's website:

www.legalombudsman.org.uk.

We will not charge you for dealing with your complaint. Please be aware that if we have issued a bill for work done on your matter, and all or some of the bill is unpaid, we may be entitled to charge interest on the amount outstanding.

The Legal Ombudsman service is free of charge.

3. The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money, closing down without telling you, or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).

by post: The Cube, 199 Wharfside Street, Birmingham, B1 1RN

by telephone: 0370 606 2555, or

by email: contactcentre@sra.org.uk