



JC Solicitors

# Complaints Procedure

## **Complaints Information & Procedures**

We strive to offer you the best possible service. If at any point you become dissatisfied or concerned about the service we have provided, then you should inform us immediately so that we can do our best to resolve the problem.

Initially, it's advisable to contact your solicitor to discuss any concerns you might have, and we will do our best to resolve any issues. If you would like to make a formal complaint, please see our complaints procedure below. Please rest assured that making a complaint about a service issue will not affect how we handle your case.

## **Filing a Complaint with The Legal Ombudsman**

The Legal Ombudsman can assist you if we cannot resolve your complaint. Their independent review will not impact our handling of your case.

Before accepting and investigating a complaint, the Legal Ombudsman will first check that you have tried to resolve your complaint with us. If the above has been done, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint and
- No more than six years from the date of the act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like further information about the Legal Ombudsman visit their website or contact them direct:

[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9am to 5pm

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Post: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

## **SRA**

The Solicitors Regulation Authority (SRA) can help you if you are concerned about any of the non-service aspects of the firm. This includes any issue that you believe should be considered by the professional regulator of solicitors.

If you have any concerns, you can report them to the SRA by visiting their website [www.sra.org.uk](http://www.sra.org.uk).

## JC Solicitors Complaints Procedure

We are committed to providing high-quality legal service to all. If you have an issue or complaint, please contact us with the full details as quickly as possible.

On the rare occasion that something has not gone as you wish, it is extremely important that we are made aware. This allows us to evaluate your situation, help to fix it and improve our standards moving forward.

Complaints will be handled promptly, impartially, and efficiently. You will not be charged for the cost of handling a complaint.

In accordance with the Solicitors' Regulation Authority Code of Conduct, the Partners of JC Solicitors will handle complaints by clients as follows:

1. Once a complaint has been made, you will be told within five working days, in writing, the name of the partner who will handle the complaint ("the Complaints Partner"). That letter will be accompanied by a copy of this procedure.
2. If your complaint concerns an invoice for fees submitted by us to you, the following should be noted:- (a) Sections 70, 71 and 72 of the Solicitors' Act 1974 set out your rights in relation to having our invoice assessed by the court; and (b) We are entitled to charge interest on the outstanding amount of the invoice (if the invoice has not been paid by deduction or otherwise) in accordance with article 5 of the Solicitors' (Non-Contentious Business) Remuneration Order 2009.
3. Your complaint will then be investigated. This will normally involve passing your complaint to our Complaints Partner who will review your file and speak to the member of staff who acted for you.
4. The Complaints Partner will then invite you to a meeting to discuss and hopefully resolve your complaint. He/she will do this as soon as possible and generally within 10 working days of sending you an acknowledgement letter.
5. Within five working days of the meeting, the Complaints Partner will write to you to confirm what took place and any solutions he/she has agreed with you.
6. If you do not want a meeting or it is not possible, the Complaints Partner will, within 20 working days of sending you an acknowledgement letter, send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter.
7. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner to review the Complaints Partner's decision.
8. We will write to you within 15 working days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons.
9. If we have to change any of the timescales above, we will let you know and explain why.
10. If you are still not satisfied, you can contact the Legal Ombudsman who will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:
  - Within six months of receiving a final response to your complaint; and
  - Nor more than six years from the date of the act/omission; or
  - No more than three years from when you should reasonably have known there was cause for complaint.