



## **Complaints Procedure**

Loxley Solicitors Ltd (“Loxley”) is committed to providing an outstanding client service to all its clients and we do our utmost to treat all our clients fairly. When a problem arises or something goes wrong we need you to let us know. This gives us the opportunity to address the issue and to try and satisfy your concerns.

### **Contacting us**

If you are unhappy with the service you have received please discuss this with the person dealing with your matter as they will have the information to hand in order to try and put things right. However, if you feel that after this discussion you are still not happy with the response and wish to make a complaint please follow our complaints process.

### **First Steps**

- Discuss with the lawyer handling your matter who will then (depending on the nature of your complaint) pass on your complaint to the supervising partner or to an independent partner within the firm; or
- The Partner managing the relationship for the firm; or
- Judith Bell.

### **How to Make a Complaint**

- Clients who wish to make a complaint which they are unable to resolve with the individual dealing with the work (or their supervisor) or the person managing the client’s relationship with the firm, are asked to contact the complaints director, Judith Bell. In order to fully understand your complaint, it may be appropriate that you send your detailed complaint in writing to Judith Bell.
- Please also use this complaints procedure if you have a complaint about a bill. In addition, you have the right to object to a bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974. If you apply to the court, the legal ombudsman (see below for details) may decide not to deal with the complaint about the bill.

The firm is bound by the SRA Code of Conduct. Chapter 1 of the Code deals with complaints handling. The firm is not entitled to charge for handling a complaint.

### **What happens next**

We will acknowledge receipt of your complaint and tell you who is dealing with it. We will also supply a copy of this procedure to you. We might need to ask you for further clarification about your complaint.

It might be possible to offer a solution at this stage and we will write to you to ask whether the solution is acceptable.

The person who acted in your matter will normally be asked to prepare a response, unless in the circumstances it is necessary for someone else to do so. The person who is handling your complaint will examine the response on the complaint file and ask for any further relevant information.



**We will then either:**

- Send a detailed written reply to your complaint – including our suggestions for resolving the matter within 28 days of sending you the acknowledgment letter; or
- Contact you to try to arrange a meeting to discuss your complaint and put forward a solution. We will do this within 28 days of sending you the acknowledgment letter. Within 7 days of the meeting we will write to you to confirm what took place and any solutions that have been agreed or suggested.

If you inform us that the solution is not acceptable the matter will be passed to the Board of Directors for them to independently review. You can, at any time, ask for your complaint to be referred to the Board of Directors who will conduct an investigation of your complaint.

A representative of the Board of Directors who will either meet with you or write to you confirming our final position on your complaint and setting out our reasons.

If you feel we have been unable to settle your complaint using our internal complaints process, you have a right to refer your complaint to the Legal Ombudsman, an independent complaints body which was established to deal with legal services complaints. You have 6 months from the date of our final letter in which to complain. The Legal Ombudsman will accept complaints up to 6 years from the date of the alleged act or omission by us to which you are complaining (or if outside this period, within 3 years of the time when you should reasonably have known there was a cause for complaint)

If you would like more information about the Legal Ombudsman, please contact them on their details below:

The Legal Ombudsman  
P O Box 6806  
Wolverhampton  
WV1 9WJ  
Tel. 0300 555 033 between 9am and 5pm  
Email address: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Alternative complaints bodies such as Ombudsman Services – [www.ombudsman-services.org](http://www.ombudsman-services.org) – exist which are competent to deal with complaints about legal services should both you and our firm agree to use such a scheme.

**Solicitors Regulation Authority (SRA)**

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things such as dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can raise concerns with the Solicitors Regulation Authority at;

<https://www.sra.org.uk/consumers/problems/report-solicitor>

If we have to change any of the timescales above, we will let you know and explain why.