**JONES NICKOLDS**

**Complaints Handling Policy**

We want to give you the best possible service. However, if at any point you become unhappy 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.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, then you can read our full complaints procedure below. Making a complaint will not affect how we handle your case.

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman 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

* No more than six years from the date of act/omission; or
* No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

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

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our behaviour

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

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](https://www.sra.org.uk/consumers/problems/report-solicitor/).

**Our complaints policy**

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details.

**What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to one of our client care partners, Lisa Jones, Claire Nickolds or Gemma Irving, who will review your matter file and speak to the member of staff who acted for you.
3. One of our client care partners will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 28 days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for you to come into our office for a meeting to discuss and hopefully resolve your complaint.
5. Within seven working days of the meeting, the client care partner will write to you to confirm what took place and any solutions she agreed with you.
6. If no agreement is reached at the meeting and you are still not satisfied, you should write to us again to set out your remaining concerns and requesting a review of your matter.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Legal Ombudsman about your complaint at:

PO Box 15870
Birmingham
B30 9EB
Website – [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
Tel. 0300 555 0333
E-mail – enquiries@legalombudsman.org.uk

Any complaint to the Legal Ombudsman will normally need to be made within six months of receiving a final written response from us about your complaint.

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