

## Complaints Procedure for JCS Solicitors Limited

### *Our Complaints Policy*

We are committed to providing a high-quality legal service to all our clients. If something goes wrong, we need you to tell us about it immediately, so that we can do our best to resolve the problem. This will help us to maintain and improve our standards. If at any time within 12 months of the matter arising you are dissatisfied with the service you are receiving or have received, please kindly contact the person dealing with your matter or the firm's designated Complaints Partner, namely Jeremy Chandler-Smith.

In the first instance, we will discuss your concerns and do our best to resolve any issues. However, if you would like to make a formal complaint, then please refer to our detailed Complaints Procedure below. We will endeavour to resolve any complaint in accordance with this procedure. Please be rest assured that making a complaint will not affect how we handle your case.

### *Our Complaints Procedure*

If you have a complaint, please contact us in writing with the details. If we have to change any of the timescales below, we will let you know. In any event, the Legal Ombudsman expects us to provide a full written response within 8 weeks of receipt of your having provided full details of your complaint.

### *What Will Happen Next?*

- 1 We will send you a letter within 14 days acknowledging your complaint and asking you to confirm or explain the details. We may suggest that we meet to clarify any details.
- 2 We will then record your complaint in our central register and open a file for your complaint and investigate your complaint. This may involve one or more of the following steps.
  - If we acted for you, we will consider your complaint again. We will then send you our detailed reply or invite you to a meeting to discuss the matter.
  - We may ask another independent local solicitor to investigate your complaint and report to us.
  - We will then invite you to meet us and discuss and hopefully resolve your complaint.

- 3 At this stage we would welcome the opportunity to meet with you. We would aim to meet with you within 14 days of first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write fully to you setting out our views on the situation and any redress.
- 4 Within two days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
- 5 At this stage if you are still not satisfied you can write to us again. We will then arrange to review our decision within the next ten days. This may happen in one of the following ways.
  - We will review the decision.
  - We will arrange for someone who is not connected with the complaint to review our decision.
  - We will ask our local Law Society or another local firm of solicitors to review your complaint. This may take longer than ten days in which case we will let you know how long this process will take.
  - We will invite you to agree to an independent mediation. This again may take longer than ten days and we will do our best to let you know how long this will take.
- 6 We will let you know the result of the review within five days of the end of the review. At this time, we will write to you confirming the final position on your complaint and explaining our reasons.
- 7 If you are still not satisfied, you can contact the Legal Ombudsman about your complaint, but we very much hope that this will not be necessary. Their details are set out below. Please note that any referral to the Legal Ombudsman will not affect how we handle your case.
- 8 Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. The Legal Ombudsman expects complaints to be made to them within **one year** of the date of the act or omission about which you are concerned or within **one year** of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within **six months** of our final response to you

For further information, the Legal Ombudsman can be contacted at:

PO Box 6806, Wolverhampton WV1 9WJ, tel: 0300 555 0333 between 9am and 5pm.

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

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

In addition, if you are concerned about our professional regulatory conduct, you may make a report to the Solicitors Regulation Authority ("SRA"). Such concerns could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You will find further information on the SRA website including full details of possible regulatory issues.

The SRA's contact details are:-

The Cube, 199 Wharfside Street, Birmingham, B1 1RN tel : 0370 606 2555

e: [report@SRA.org.uk](mailto:report@SRA.org.uk)

w: [www.sra.org.uk](http://www.sra.org.uk).