

# COMPLAINTS HANDLING POLICY

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need our clients to tell us about it. This will help improve our standards. Whenever possible, please raise any initial client care problems with the person acting on your case to give them the opportunity of resolving matters with you. Often, matters can be quickly resolved in this way.

If you are unhappy about any aspect of the service you have received, or about the bill, please contact us by post to our office at Lancaster House, 67 Newhall Street, Birmingham, B3 1NR or telephone 0121 233 6900 or email [info@blackhams.com](mailto:info@blackhams.com). Our policy aims to ensure that your complaint is dealt with promptly and fairly. We have a procedure in place which details how we handle complaints as follows:

1. We will send you a letter or email acknowledging receipt of your complaint in a timely manner and confirm the name of the person dealing with the complaint. We will confirm that we have eight weeks in which to resolve it.
2. We will investigate your complaint. This will normally involve passing your complaint to the Practice Manager who will review your matter file and speak to the member of staff who acted for you.
3. Once a thorough investigation has been completed, the Practice Manager will either speak to you on the telephone, write to you, e-mail you or invite you to a meeting, whichever they may consider the most appropriate with any suggestions for resolving the matter in all the circumstances.
4. Where a meeting takes place, the Practice Manager will write to you to confirm what took place and any solutions they have agreed with you. If you do not want to come to a meeting or it is not possible to meet with you, the Practice Manager will confirm the

findings and suggestions as to the resolution of the complaint by post or e-mail.

5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Senior Partner to review the decision.
6. 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.

If you are still not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. We would hope that this does not become necessary and that we can resolve matters between ourselves. Contact details are as follows:

PO Box 6806  
Wolverhampton  
WV1 9WJ  
☎ 0300 555 0333  
✉ [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
🌐 [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint **and** within the following timescales:

- a) One year from the date of the act or omission about which you are concerned **or**
- b) One year from the date you should reasonably have known there were grounds for complaint.

## Raising concerns with our regulator

The Solicitors Regulation Authority (SRA) can help you 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. You can find information about raising your concerns with the SRA at [www.sra.org.uk/consumers/problems/report-solicitor/](http://www.sra.org.uk/consumers/problems/report-solicitor/).