

French & Co website content - complaints

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 (web link). Making a complaint will not normally 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 normally 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 one year from the date of act/omission; or
 - No more than one year 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

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.

French & Company Solicitors: - Service Procedure

Updated for Covid 19 precautions

Our service 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.

Our problems procedure

If you have a service problem, please contact us with the details. You may write or telephone. During the pandemic we are not having face to face appointments at our office.

Please bear in mind that fee earners may not always be available to take your call when you telephone and if you wish to talk to the fee earner it may be best to book a telephone appointment.

What will happen next?

- 1 We will send you a letter acknowledging your problem and if anything is not clear to us we will ask you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your problem. You can normally expect to receive our letter within 5 working days of us receiving details of your problem.
- 2 We will record your problem in our central register and open a separate file for your problem.
- 3 We will acknowledge your reply and confirm what will happen next. You can normally expect to hear from us within 5 working days of your reply.
- 4 We will then start to investigate your problem. This will normally involve the following steps.

- We will pass details of your problem to Mrs Jacqui French, our Client Care Partner, within 5 working days.
 - She will ask the member of staff who acted for you to reply to your concerns within 5 working days.
 - She will then examine their reply and the information in your file. If necessary, she may also speak to them. This will take up to 15 working days from receiving their reply and the file.
- 5 Mrs French will then contact you to discuss and hopefully resolve your problem. She will normally do this within 5 working days.
- 6 If contact is by phone or at a meeting then within 5 working days of the call or meeting Mrs French will write to you to confirm what took place and any solution she has agreed with you.
- 7 At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. Another partner of the firm will review Mrs French's decision within 10 working days.
- 8 If your complaint is about a partner then as there are only two partners at the firm the partner not complained about will deal with the complaint and also carry out any review.
- 9 We will let you know the result of the review within 5 working days of the end of the review. At this time we will write to you confirming our final position on your problem and explaining our reasons.
- 10 The timescales we have provided are the ones we hope to work to in order to resolve the matter but please note that we may not always be able to keep to these timescales if a key partner or member of staff is absent.
- 11 We will keep you informed if delay does occur for some reason.
- 12 Mrs French's email address is Jacqui@frenchandco.co.uk if you prefer to communicate by email
- 13 We hope that we can address your concerns by our internal procedures but if we are unable to do so then you have a right to contact the Legal Ombudsman (LeO) and raise the matter with them.

14 LeO's website address is www.legalombudsman.org.uk. They can be telephoned on 0300 555 0333

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