

Complaints Policy

To be sent to complainant on request

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- All website & email addresses within the document are clickable.




Scope

We are committed to providing the highest standards of care and service to our clients and we welcome any client feedback. From time to time we will receive notification from a client advising that they are dissatisfied about an aspect of the service they have received or are unhappy about the fees that they have been charged. This policy aims to provide the procedures that should be followed in the event of a client or client related complaint being received.

Information to clients wishing to complain

In the first instance the client should contact their usual Furley Page representative, who will discuss the complaint with their Head of Department and/or the Furley Page Complaints Partner as appropriate.

The client should be informed that as an alternative they can submit a written complaint sent by email to:  info@furleypage.co.uk or by post to our Canterbury office:

 **Furley Page LLP**
39 St Margaret's Street
Canterbury
Kent
CT1 2TX

Procedure

We will give full consideration to the details of the complaint and provide a considered response with the minimum of delay. We have a minimum of 8 weeks to consider the complaint before it may be referred to the Legal Ombudsman (see stage 4, below).

Stage 1

Your complaint should first be referred either verbally or preferably in writing to the fee earner dealing with the matter. The fee earner should acknowledge the complaint immediately, attempt to obtain full details of the nature of the complaint and to resolve the matter at this informal level.

Stage 2

If not resolved at Stage 1 then you should make a written complaint to the relevant Head of Team, copied to the Complaints Partner. The Head of Team will try to resolve the matter with you.



Stage 3

If the complaint remains unresolved you should refer the matter in writing to the Complaints Partner. They will acknowledge receipt of the complaint within 7 days and then carry out an impartial investigation.

Stage 4

In the event that you are still not satisfied then you may take the matter up with the Legal Ombudsman, whose contact details are set out below.

You would normally need to bring a complaint to the Legal Ombudsman:

- Within six months of receiving a final written response from us about your complaint; or
- Within one year of the act or omission about which you are complaining; or
- If later than one year from occurrence, within one year of when you should reasonably have been aware there was a cause for complaint.

The Legal Ombudsman do, however, accept complaints late where they consider it fair and reasonable to do so.

Contact details of the Legal Ombudsman are:

 **Legal Ombudsman**
PO Box 6167
Slough
SL1 0EH
 Email: enquiries@legalombudsman.org.uk
Tel: 0300 555 0333
 <http://www.legalombudsman.org.uk/>

You also have the right to complain to the Solicitors Regulation Authority if your complaint refers to our conduct rather than our service.

The Solicitors Regulation Authority can be contacted at:

Solicitors Regulation Authority
The Cube
199 Wharfside Street
Birmingham
B1 1RN
 <https://www.sra.org.uk/>

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