

COMPLAINTS POLICY – SEND TO COMPLAINANT ON REQUEST

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 dis-satisfied about any 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 Officer 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 can refer your complaint to the Legal Ombudsman.

Ordinarily a complainant cannot use the Legal Ombudsman unless you have first used our internal complaints procedure.

But you can use the Legal Ombudsman if:-

1. The complaint has not been resolved to your satisfaction within 8 weeks of being made to this firm; or
2. An Ombudsman considers that there are exceptional reasons to consider your complaint sooner, or without it having been made first to this firm; or
3. Where an Ombudsman considers that in-house resolution is not possible due to irretrievable breakdown in the relationship between us and you.

For example an Ombudsman may decide that the Legal Ombudsman should consider the complaint where we have refused to consider it, or where delay would harm you.

Ordinarily your complaint must be referred to the Legal Ombudsman within 6 months of the date of our final written response, as long as the Ombudsman is satisfied that we have advised you that they are available to you if you remain dissatisfied with that final written response and that we have provided you with their full contact details. We have provided you with the Legal Ombudsman's contact details below.

In addition please note that you should ordinarily have referred your complaint to the Legal Ombudsman no later than 1 year from the date of the act/omission complained about or 1 year from when you should reasonably have known that there was cause for such complaint.

If an Ombudsman considers that it is fair and reasonable in all the circumstances, they may extend any of the above time limits to the extent that they consider fair.

Contact details of the Legal Ombudsman are:

<http://www.legalombudsman.org.uk/>

Legal Ombudsman

PO Box 6167

Slough

SL1 0EH

Email: enquiries@legalombudsman.org.uk

Tel: 0300 555 0333

We have attached the Legal Ombudsman's guidance note "We are here if you need us".

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

Solicitors Regulation Authority can be contacted at:

The Cube
199 Wharfside Street
Birmingham
B1 1RN