

# South West Law

## Complaints Procedure

### Our Complaints 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.

If you have concerns about any aspect of your matter then please contact the person dealing with your matter. We hope that they will be able to resolve any issues satisfactorily either themselves or by referring the matter to their supervisor. If this does not prove to be the case then you can contact their supervisor directly (you will find who this is in our first letter to you) or you can contact our Director, Frances Barratt, directly.

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our complaints handler, Frances Barratt, who will review your matter file and speak to the member of staff who acted for you.
3. Frances Barratt will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Frances Barratt will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Frances Barratt will send you a detailed written reply to your complaint, including her suggestions for resolving the matter within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another Director to review decision.
7. 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.
8. If you are still not satisfied, you can then contact the

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

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

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

Tel: 0300 555 0333 between 9am to 5pm.

9. Normally, you will need to bring a complaint to the Legal Ombudsman ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).) within six months of receiving a final written response from us about your complaint or within three years of the act or omission about which you are complaining occurring (or you becoming aware of it).

10. Most complaints will be dealt with by the Legal Ombudsman (for example complaints about poor service) however complaints that we have breached Solicitor Regulation Authority principles (for example not acting honestly or independently or with integrity) can be made directly to the Solicitors Regulation Authority who can be contacted via their website

[www.SRA.org.uk](http://www.SRA.org.uk)

or via their contact centre

tel: 0370 606 2555

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199 Wharfside Street  
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