



**BLANDY & BLANDY**  
solicitors

## **Complaints Policy and Procedure**

### **Our Complaints Policy**

Our aim is to provide a first class service to you in all respects. If however you have any queries or concerns about our work for you please raise them with us. Tell us if you feel you are not receiving the service you hoped for. We want to know if you are dissatisfied. This will help us to improve our standards. We will try to put it right and will look into it promptly and thoroughly.

### **Our Complaints Procedure**

1. Please raise any queries or concerns initially with the person looking after your matter. He or she will try to resolve any issues.
2. If that does not satisfy your concerns then you should write to us setting out details of your complaint and what you would like us to do about it. You can either write to the person handling the matter or write to the Head of the Department in which the person handling your matter works. If your complaint concerns the Head of the Department then you should raise the matter with the Complaints Partner of the firm. Details of who you should complain to are given in the initial letter to you or the terms of business that you were sent at the outset of the matter. They will however also be given to you by the person handling your matter. If you are in doubt, address any complaint to the Complaints Partner.
3. We will send you a letter acknowledging your complaint and may, where appropriate, ask for further details. We will also let you know the name of the person who will be dealing with your complaint. You should expect to receive an acknowledgement of your complaint within three working days of us receiving your letter of complaint.
4. We will then investigate your complaint. This will normally involve a discussion of your concerns with the person handling the matter and examining the information on the file. We will then either write to you with the results of our investigation or invite you to meet us to discuss and, hopefully, resolve your complaint. If you do not want a meeting, or this is not appropriate we will send you a detailed reply to your complaint including our suggestions for resolving the matter. We will endeavour to do this within 14 working days of receiving your complaint. If it is likely to take any longer then we will let you know what we will be doing and when you are likely to have a response from us.
5. If we do meet with you we will aim to write to you within two working days of the meeting to confirm what took place and any solution that we have agreed with you.
6. If you are still not satisfied you can write to us again. We will then arrange to review our decision. The complaint will be referred to another partner of the firm, not connected with the complaint, who will review the original decision within 10 working days.

7. We will let you know the result of the review. This time we will write to you confirming our final position on your complaint and explaining our reasons.
8. If we have been unable to settle your complaint using our internal complaints process within eight weeks of it having been made to us, you have a right to complain to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints.
9. You have six months from the date of our letter to you informing you of the outcome of your complaint in which to complain to the Legal Ombudsman. You may contact the Legal Ombudsman as follows:

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

Telephone: 0300 555 0333

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

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

10. Alternative complaints bodies (such as ProMediate ([www.promediate.co.uk](http://www.promediate.co.uk))) also exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. However, we do not agree to use ProMediate or any other alternative complaints body.
11. If we have to change any of the timescales above we will let you know and explain why. The Legal Ombudsman will normally allow us a period of eight weeks to resolve your complaint but it will entertain complaints sooner in certain circumstances. The Legal Ombudsman then asks that you take your complaint to it as soon as you can and within six months of your last contact with us.
12. Ordinarily, the act or omission which is the subject of the complaint or alternatively the date on which you should have been aware there was a cause for complaint must have been after 5 October 2010. The complaint must be referred to the Legal Ombudsman no later than six years from the date of the act or omission complained of or three years from when you should reasonably have known that there was a cause for complaint, whichever is the later.
13. The Legal Ombudsman can increase any time limit in exceptional circumstances.
14. You can complain to the Legal Ombudsman if you are an individual, a personal representative or beneficiary of a deceased client who died before making a referral to the Legal Ombudsman. In addition you can complain if you are a micro-enterprise (broadly speaking a business with fewer than 10 employees and turnover and assets of less than €2 million) and (subject to certain limits) a charity, club, association or trustee of a trust.
15. For further information please see the Legal Ombudsman's website at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).
16. You also have the right to complain to the Solicitors' Regulation Authority (SRA). The SRA can help you if you are concerned about our behaviour. For further information, please visit the SRA website at [www.sra.org.uk/consumers/instructing/your-right-to-complain](http://www.sra.org.uk/consumers/instructing/your-right-to-complain).