

## **PUTTING THINGS RIGHT**

### **Complaints Handling Procedure**

#### **Introduction**

#### **The Service you want**

Louise Greer wants to provide a high standard of service

#### **Working together**

You can help by telling her what you think of her service. Louise welcomes all of your comments/ whether they are suggestions, compliments or complaints.

When you do have a complaint, Louise wants to put things right for you, learn lessons from where she went wrong and make sure that she does not make the same mistake again.

#### **Working together**

You can help Louise to provide a good service in a number of ways.

- (a) When she asks for any information to deal with your affairs, please provide the information promptly.
- (b) Make sure the information you give is accurate and let her know about any changes.
- (c) If Louise makes a mistake, tell her quickly so she can put things right.
- (d) Let Louise have your suggestions and comments about her service so she can move forward and improve

#### **When things go wrong**

Louise tries to make things as straightforward as possible and always aims to get things right. Nobody is perfect and despite best efforts, mistakes can be made.

If Louise has got something wrong or if there is a problem with the way she is dealing with your affairs, please let her know.

The sooner you tell Louise the sooner she can do something about it.

Speak to Louise immediately. A phone call will usually be sufficient to put matters right but if you are still unhappy Louise will look into your concerns.

## HOW TO COMPLAIN - LOUISE GREER'S COMPLAINTS PROCEDURE

Louise Greer's complaints procedure is easy to use and she suggests the following steps below.

- You can complain by letter, phone, fax or in person.
- Louise will review your complaint fairly and objectively but she does need some help from you.
- Please let Louise know what you think has gone wrong and what you think Louise should do to put it right.

### When you have complaint

Please write to or speak to Louise. Tell her you are unhappy and want to complain: you may wish to make an appointment to discuss your concerns. Louise will look into your concerns and contact you as soon as possible (but within 10 clear working days of your complaint being received). Louise would expect to resolve most complaints at this stage.

### Still unhappy?

If Louise cannot settle your complaint at this stage, please ask her to review the matter. You can do this in writing, by fax or phone.

### External Review

If you are not happy with Louise's response you can ask for an external review of your complaint. The complaint can be referred to one of a number of local solicitors who are fair and unbiased.

### Referral to the Legal Ombudsman

If you are still not satisfied with the service you are receiving from Louise Greer or from the external reviewer you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ or call 0300 555 0333 about your complaint.

Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a final written response from us regarding your complaint **and** no more than 6 years from the date of the act or omission; or no more than 3 years from when you should have reasonably known there was a cause for complaint.

The Legal Ombudsman has provided further guidance on its service at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

## **The Solicitors Regulation Authority**

The Solicitors Regulation Authority can help you 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 the SRA website to see how you may raise your concerns with them [www.sra.org.uk](http://www.sra.org.uk)

## **How Louise handles complaints**

Most people do not like to complain, but Louise wants to make it as easy as possible for you to get things put right. When you do complain, Louise will deal with you in a friendly and professional way.

- She will treat your complaint seriously and keep it confidential.
- She will not treat you differently from other people just because you have made a complaint.
- She will not discriminate against you for any reason (including your colour, race, nationality, religion, sex, sexuality or any disability).

## **Putting things right**

When things do go wrong Louise does not want to put you to extra trouble and expense and she will do her best to sort things out as quickly as possible. So:

- she will say sorry;
- explain what went wrong and why;
- correct the mistake so that, where possible, your affairs will be in the same position as if she had not made the mistake; and
- learn from the experience.

LOUISE GREER