



## Complaints and Policy Procedures

We are committed to providing a high quality legal service to all our clients. If something does go wrong, or if we are not providing the service that is required, we need to know about it. We treat all complaints seriously and will do our best to resolve them to our clients' satisfaction as quickly as possible.

We will investigate your complaint fully and fairly. We will respect our clients' confidentiality, and any complaint will not affect any future business we undertake on your behalf.

## Our Complaints Procedure

**1.** If you have a complaint, and have not been able to resolve this with the Legal Adviser concerned, in the first instance, take one of the following steps:-

a) If you think the complaint is capable of being dealt with quickly and informally, please ask to speak to our Head of Client Care, Mr Andrew Robinson. Depending on the nature of complaint, it may be possible to resolve the matter at this stage.

b) If the complaint is of a more serious nature, write to us with the full details. This should be addressed to Mr Robinson.

**2.** In the event of option (B) being chosen we will then send you a letter acknowledging your complaint. We will do our best to provide this acknowledgment within 2 working days. We will also record your complaint on our central register and open a separate complaint file.

**3.** We will then start to investigate your complaint. This will normally involve the following steps:

- Mr Robinson will speak to the head of the relevant department and the fee earner concerned who will be asked to provide him with a report and talk through any issues that arise. To the extent that it is required, Mr Robinson will also review the file himself so that he can give you a detailed reply dealing with any practical and/or substantive matters.
- If he has any queries following this review Mr Robinson will raise these with you prior to providing you with a full response to your complaint. He may invite you to put responses to these queries in writing.
- You will not be charged for complaining. If the complaint will, of necessity, disrupt your case we will advise you of this as soon as reasonably possible.

**4.** Once Mr Robinson has concluded his enquiries he will share his findings and his conclusions with you. His response will include his reasoning and his suggested remedy (if a remedy is required). This may be by letter or telephone call or, if considered necessary he may invite you to meet him to discuss your complaint and to explain his reasoning. If a meeting is necessary or he speaks to you on the phone Mr Robinson will write to you to confirm what took place and any solutions that he agreed with you.

**5.** The above process may take up to 8 weeks from the initial complaint and so a certain amount of patience may be necessary.

**6.** The Legal Ombudsman has given a maximum of eight weeks for a complaint about legal services to be resolved. Once the eight week period has elapsed, the Legal Ombudsman will normally accept the complaint for investigation even if it has not yet been fully dealt with by us. If you are still not satisfied, you can contact:

## **Legal Ombudsman**

PO Box 6167  
Slough  
SL1 0EH

0300 5550333  
[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
[enquiries@legafombudsman.org.uk](mailto:enquiries@legafombudsman.org.uk)

Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint. In any event the Legal Ombudsman must receive details of any complaint that you wish to raise with them within 12 months of any act/omission or within 12 months when you reasonably knew or ought to have known of the act or omission that has given you cause to complain.

If we have to change any of the time scales or alter the procedure in any way for good reason, we will let you know how and explain the reasons.

Please note that if your complaint cannot be dealt with by Mr Robinson (for example if your complaint is about him or his service level) it will be dealt with by Consultant Solicitor (client care), Charles Killin

# Quality Standard

Our family lawyers are members of Resolution. They are committed to the constructive and non-confrontational resolution of family disputes.

Fishers Conveyancing department are members of the Law Society's Conveyancing Quality Scheme - the mark of excellence for the home buying process.



## Contact Us

### Fishers Solicitors

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**Opening hours by appointment only**

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