

## **LLEWELLYN-JONES COMPLAINTS POLICY and PROCEDURE**

**This Policy and procedure has been updated at June 2016 . It is updated to ensure compliance with**

- Chapter 1, Client Care, Solicitors Regulation Authority Code of Conduct
- Current Legal Ombudsman Scheme Rules
- Professional Indemnity Insurance requirements
- LAA requirements for civil and criminal contracts

### ***Guidance material***

CTRL + click to follow link for Legal Ombudsman website

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

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### **Our complaints policy**

We are committed to providing a high quality legal service to all clients. We consider a complaint to be all expressions of dissatisfaction from our client . When something goes wrong we need you to tell us about it so that we can sort matters out as quickly and effectively as possible. Our aim is to address problems that arise through discussion or meetings, this will help us to improve our standards. If you have received this leaflet, it is likely that you have already expressed your concerns verbally or in writing.

We will review this policy at least annually (earlier if the need arises by any relevant regulatory bodies).

### **Our complaints procedure**

If you have a complaint, we would ask that in the first instance you contact Mrs Janet Pealing who will be your point of contact for email and telephone communications throughout. Contact should be made with Mrs Pealing who works Monday to Thursday through our Mold office (Victoria House, Grosvenor Street, Mold CH7 1EJ), telephone: direct line 01352 744321, switchboard 01352 755305, fax 01352 755487 or, by email [janetpealing@llew-jones.co.uk](mailto:janetpealing@llew-jones.co.uk) .

If you require any help or assistance in dealing with your complaint or issue please do not hesitate to contact us to outline the assistance required. We will do our best to accommodate you and, if we cannot assist, we will make every effort to find suitable assistance for you from an alternative source.

In addition to the person who had responsibility for your case, one of our Directors with responsibility for Complaints (Complaints Director) will be notified of your complaint and will be kept updated as to the response and progress.

Within 2 working days of receipt of your complaint we will send a letter of acknowledgement to you which will confirm the issues raised and will tell you the next steps we will take to include an explanation of what is being done to address the complaint. We treat each complaint as an individual and on its merits.

We set a maximum eight week timescale, from the date you lodged your complaint for the complaint to be resolved. We could, if appropriate, offer an informal route to resolving your complaint more quickly and informally (for example, where greater clarity over the breakdown of a bill was needed or a complaint about unreturned calls).

You should be reassured that any complaint raised will not affect, prejudice or disrupt the ongoing conduct of your case. If it is felt there will be any impact /potential impact on your case we will notify you as soon as possible as to that impact/potential impact. Please also note that you will not be charged by us for investigating any complaint raised by you.

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### **What will happen next?**

- 1) Upon receipt of your written complaint, it will be recorded in our central register. We will open a complaint file.
- 2) We will keep this central register and your file updated.
- 3) We will notify the solicitor with responsibility for your case of your complaint; he/she will review your file and prepare a report which will be presented to the Complaints Director.
- 4) The Complaints Director will consider that report, he/she will also review your file following which a response will be sent to you, to include, if necessary an appropriate suggested remedy to resolve your complaint
- 5) If necessary and if the matter is not resolved, we will invite you to meet with our Complaints Director to discuss and hopefully resolve the complaint.
- 6) If you do not want a meeting or if it is not possible, we will send a detailed reply to your complaint. This will include our suggestions for resolving the matter.
- 7) At this stage, if you are still not satisfied you can contact us again. We will then arrange to review our decision. We will write to you telling you how we reached that decision and we will confirm our final response to your complaint.
- 8) Unless you request otherwise, we will mirror the form that the complaint was made in, i.e. if you made your complaint via email, we will respond via email.

Only in unavoidable or unusual circumstances will we change the eight week timescale. If this does become necessary we will detail this in writing.

If you are unhappy with our final response then you can have the complaint independently look at by the Legal Ombudsman. The Legal Ombudsman investigates problems about poor service from solicitors. Before accepting a complaint for investigation the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint **and**
- Six years from the date of act/omission; or
- Three years from when you should reasonably have known there was cause for complaint (only if the act took place more than six years ago).

The act or omission, or when you should have reasonably known there was cause for complaint, must have been after 5 October 2010.

If you would like more information about/from the Legal Ombudsman their contact details are as follows:

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

Call 0300 555 0333 between 8.30am and 5.30pm. For minicom call 0300 555 1777.

Calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines. Calls to the Legal Ombudsman are recorded and may be used for training and monitoring purposes.

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

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

The Legal Ombudsman service is free to consumers.

Do not send original documents to the Legal Ombudsman. They will scan any documents you send to make computer copies and then destroy the originals.

Upon request we can provide you with current guides/leaflets available from the Legal Ombudsman website.

**Complaints about the firm's bill:**

If the complaint relates to the firm's bill you should be aware that there may also be a right to object/challenge the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; and that if all or part of a bill remains unpaid the firm may be entitled to charge interest as notified on the submitted bill. You should also be aware that the Legal Ombudsman may not consider a complaint about the bill if you have applied to the court for assessment of the bill.

**IF YOU WISH TO RECEIVE THIS LEAFLET IN LARGE PRINT, PLEASE LET US KNOW BY TELEPHONING OUR MOLD OFFICE ON 01352 755305.**