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CUSTOMER CARE COMPLAINTS POLICY

We at Andrew & Andrew LLP strive to ensure that all clients are pleased with all aspects of our service. We depend on your satisfaction as an important source of recommendations for new clients.

At the outset of each case every client should receive a letter explaining who is dealing with their case, their level of qualification and which of this firm's partners are responsible for client care. Therefore in the event of any dissatisfaction you should feel free to raise any dissatisfaction about the service we are providing, with either the lawyer dealing with your case or the Director responsible for client care, Andrew Sears (asears@a2law.co.uk) Telephone number: 023 9267 5555. You can do this at any stage of your case.

We are happy to receive complaints in writing, by telephone or by face to face meetings.

Upon receiving any complaint we will take the following steps: -

1. Open a separate file to deal with your complaint.
2. Within 3 working days following receipt of the complaint, we shall write to you with a brief acknowledgement and enclosing a copy of this complaint procedure.
3. Any time involved with dealing with your complaint will not be billed to your file and thus the entire complaints procedure run by this firm is at no cost to you.
4. If you would like a friend or relative to deal with the complaint on your behalf we shall be happy to deal with any person you nominate. We do however ask that such nomination is given to us in writing with particular permission for us to discuss any private detail from your file with the person you have nominated.
5. Once we have acknowledged safe receipt of your complaint in writing, we shall make arrangements to discuss it with you. At your convenience this can either be by appointment here in the office, by letter or by telephone.
6. At any such meeting our first objective is to ascertain the full extent of your complaint and in particular whether it relates to one incident or a list of different matters. We shall try and agree this with you so we can proceed to deal with the complaint from an agreed list of what has gone wrong.
7. At your convenience we would try and hold the initial meeting to identify your complaint within the first seven working days of having received your complaint. There may then be a little delay while we read through the file of papers and interview staff members who were involved in your case.
8. Provided the file of papers is available and the relevant staff members are also available we would hope to complete this process within a further five working days. If there is a delay because of non-availability of staff members or the file of papers we will explain this to you within that time.
9. Having had an opportunity of going through the file and talking to the relevant staff members we would then contact you to discuss the complaint and explain the position to you. Again we would be happy for this process to take place by a face to face meeting, telephone call or letter at your convenience.



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10. Once we have answered the complaint in this way it is for you to tell us if you are not satisfied with the way in which we have dealt with it. At this stage if you are not satisfied you can write to us again. We will then arrange to review our decision. We would generally aim to do this within ten working days. This will happen in one of the following ways

- The customer complaint Director will review his/her decision.
- We will arrange for someone in the firm who has not been involved in your complaint to review it.
- We will ask our local Law Society or another local firm of solicitors to review your complaint. We will let you know how long this process will take.
- We will invite you to agree to independent mediation. We will let you know how long this process will take.

11. If you are still dissatisfied it is then open to you to seek to pursue the matter further with the Legal Ombudsman. We very much hope that this will not be necessary. They can be contacted at:-

Legal Ombudsman

PO Box 15870
Birmingham
B30 9EB

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Details of timescales and how they will deal with your complaint can be found at:-
www.legalombusman.org.uk

In this way you will see that our Complaints Procedure is designed in the first instance to see if this firm can resolve your complaint by our internal procedure. This procedure should be used first before going elsewhere. In any case your complaint can be finished by non-judicial means.

You can find details of the rules that apply to solicitors at:- www.rules.sra.org.uk