

# Complaints Procedure

## JARMANS SOLICITORS

### Complaints Handling Policy

#### Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We have an open-door policy and trust that we are able to resolve any issues you may have during a face to face meeting with the person dealing with your matter. If you are still dissatisfied having contacted the person dealing with your matter or do not wish to meet with the person dealing with your matter, we would invite you to contact the Head Of Department after which we would invite you to contact Tracey Ashton ([t.ashton@jarmans-solicitors.co.uk](mailto:t.ashton@jarmans-solicitors.co.uk)) our Practice Manager prior to it having passed to our complaints partner.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

#### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Steven Hayre, who will review your matter file and speak to the member of staff who acted for you.
3. Steven Hayre will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Steven Hayre will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Steven Hayre will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner who is unconnected with the matter, at the firm to review his decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the  
Legal Ombudsman

#### **PO Box 6806, Wolverhampton WV1 9WJ**

about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside this period, within three years of when you should reasonably have been aware of it). For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

Steven Hayre 01795 472291

Complaints Partner [s.hayre@jarmans-solicitors.co.uk](mailto:s.hayre@jarmans-solicitors.co.uk)