

Complaints Procedure

How to make a complaint

Please contact Adrian Cox, Practice Manager, in writing to The Old Hall, 1 Middle Street, Wing, Rutland, LE15 8RZ. Emails should be sent to: adrian@coxandkey.com.

To help us to understand your complaint, please confirm your full name and contact details, what you think we have got wrong and what you hope to achieve from your complaint and your file reference number. If you require any help in making your complaint or have any special needs which we should consider, please let us know.

What will happen next?

1. We will acknowledge your complaint within seven days and then investigate. This is likely to include a review of your file(s) and speaking to those concerned.
2. If we need anything further from you we will let you know. If you wish to meet with us or discuss the matter on the telephone please let us know.
3. We will write to you concerning the outcome of our investigations, where possible, we will aim to do this within 28 days of our acknowledgement. If the matter is particularly complex or we are unable to address it within the above timescale, we will let you know and explain why.

If you are not satisfied with the outcome

1. If you are unhappy with the outcome of our complaints process, you may have recourse to the Legal Ombudsman, an independent complaints body dealing with legal services complaints, to investigate your complaint. You can contact the Legal Ombudsman:

- by post at PO Box 6806, Wolverhampton, WV1 9WJ
- by telephone: 0300 555 0333 between 9.00 and 17.00
- by email: enquiries@legalombudsman.org.uk Further information can be obtained on their website: www.legalombudsman.org.uk.

You should contact the Legal Ombudsman within one year from the date of the act or omission being complained about or one year from the date when you should have realised that there was cause for complaint. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

2. Alternative dispute resolution bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We have, however, chosen not to adopt an alternative process.

4. In relation to your bill, you may also apply to the Court for assessment of the bill under Part III of the Solicitors Act 1974. If you have already applied to the Court for assessment of your bill, please be aware that the Legal Ombudsman cannot then consider it.

5. The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could include alleged dishonesty, losing your money or if you feel you have been treated unfairly.

www.sra.org.uk/consumers/problems/report-solicitor

What will it cost?

We will not charge you for handling your complaint. The Legal Ombudsman service is free of charge. Please note that if we have issued a bill for work done, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding. The Court may make a charge for the assessment of your bill.

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