

## COMPLAINTS POLICY AND PROCEDURE

### 1. OUR COMPLAINTS POLICY

We are committed to providing a high-quality legal service to all our clients. If you think that you have received less than this, and/or that something has gone wrong with your matter, we need you to tell us about it. This will help us to improve our standards. We will handle your complaint promptly, fairly, openly and effectively and obviously without charge.

If your complaint has not been resolved to your satisfaction within eight weeks of it having been made to us, you may (if you are eligible to do so) ask the Legal Ombudsman (whose details are given below) to consider it.

### 2. OUR COMPLAINTS PROCEDURE

- 2.1 If you have a complaint please initially contact your Client Partner. If he or she is unable to resolve it to your satisfaction, please contact our Compliance Officer for Legal Practice (currently Charles Hicks (direct dial telephone: + 44 (0)207 395 3155; email [chicks@wedlakebell.com](mailto:chicks@wedlakebell.com))), who will arrange for it to be investigated in accordance with the following procedure:-
- 2.2 We will write to you promptly acknowledging receipt of your complaint, explaining how we will handle it, and enclosing a copy of our Complaints Procedure.
- 2.3 We will record your complaint in our central register.
- 2.4 We will investigate your complaint, which will involve our discussing it with the relevant partner(s) and/or member(s) of staff, and/or reviewing the relevant file(s).
- 2.5 We will then write to you, initially replying to your complaint and giving you the opportunity to comment on our initial views. If we think it appropriate, we will invite you to a meeting to discuss the matter. If there is a meeting, we will promptly confirm to you in writing what took place and the outcome.
- 2.6 We will then review the matter, including any response from you to our initial views and the outcome of any meeting that took place. We will let you know the result of this review promptly and confirm our final position on your complaint, explaining our reasons.
- 2.7 Our hope will be that the procedure resolves your complaint within 8 weeks of receipt, but we will also at this stage give you again the contact details of the Legal Ombudsman, whom, if you are still dissatisfied, you can contact about your complaint.

Normally, you will need to bring a complaint to the Legal Ombudsman (a) within six months after receiving a final written response from us about your complaint and (b) within one year from the date when the issue occurred or within one year from the date when you became aware of it, with an ultimate back-stop date of 6 October 2010.

The contact details of the Legal Ombudsman are as follows: website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk); email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk); postal address: PO Box 6167, Slough, SL1 0EH, United Kingdom; telephone number (from the UK): 0300 555 0333; telephone number (from outside the UK): +44 121 245 3050.

3. If our Complaints Procedure has been exhausted and the Complaint cannot be settled the SRA Code of Conduct for Solicitors requires us to provide details of an Alternative Dispute Resolution Procedure which we will do if the circumstances arise.

4. If you are unhappy with our Behaviour rather than our Service and we cannot resolve matters The Solicitors Regulation Authority can help. See link:  
<https://www.sra.org.uk/consumers/problems/report-solicitor>

The person responsible for this policy is **Charles Hicks** (COLP)  
Policy Review Date: January 2024