

Formal Complaints Procedure

If we have been unable to resolve any issues arising from the advice or legal services given, a formal complaint can be made to me by email, letter or telephone but I may ask you to make this in writing.

Complaints should be made:

By email to: chris@chrismillercompliance.com; or

By letter to: Chris Miller, 12 Meadowsweet Hill, Bingham, Nottingham NG138TS

By telephone to: 07776240256

Full details should be provided including the background leading up to the complaint and details of all areas of concern.

Responding to your complaint

1. Upon receipt of your complaint, an acknowledgement will ordinarily be issued within five (5) business days.
2. This will include the following information:
 - a. The name of the person investigating the complaint – this will ordinarily be me but there may be situations where it would be in your interests for me to ask another experienced solicitor to investigate. This will be at my expense and such an appointment will not be made without your prior approval
 - b. If appropriate, confirmation of my understanding of the nature of your complaint and a statement that you should contact me if you disagree with this.

Investigation of Complaints and Timescale

1. All complaints will be promptly and thoroughly investigated
2. The aim is to achieve the following timescales:
 - a. Within four (4) weeks of receiving your complaint I will either:
 - i. send you our final response after completing the investigation; or
 - ii. send you a holding communication explaining why am not in a position to respond to your complaint and advising when I will make further contact.
 - b. By the end of eight (8) weeks after originally receiving your complaint I will either:
 - i. send you my final response after completing my investigation; or

- ii. send you a response which explains why I am still not in a position to provide my final response and informing you of your other remedies at that stage.
- 3. On concluding my investigation I will send you a written report explaining:-
 - a. the outcome ; and
 - b. the nature and terms of any remedy including, if appropriate, an offer of compensation; or
 - c. reasons for not offering a remedy; and
 - d. any further remedies which may be available to you.

I shall assume that the complaint is resolved if I have not heard from you within two (2) weeks of my outcome response.

Rights if you are not satisfied

If my internal complaints procedure has not resolved your complaints, you have a right to refer to the Legal Ombudsman, an independent complaints body established under the Legal Services Act 2007, which deals with legal services complaints.

Ordinarily, the time limits for referring complaints to the Legal Ombudsman are:

- 1. Within six (6) months of my final outcome response to your complaint;
- 2. Overall, within one (1) year from the date of the act or omission being complained about; or
- 3. Within one (1) year from the date when you should have reasonably known that there was cause for complaint.

Contact details are as follows:

Email: enquiries@legalombudsman.org.uk

Post: Legal Ombudsman, PO Box 6167 Slough SL1 0EH

Telephone: 0300 555 0333

The Legal Ombudsman does not have power to deal with some types of client. Further information is obtainable at www.legalombudsman.org.uk

Professional misconduct or a regulatory breach

If your complaint is about professional conduct or regulatory concerns you may refer it to the Solicitors Regulation Authority.

Chris Miller
Compliance

Email: report@sra.org.uk

Address: The Cube, 199 Wharfside Street, Birmingham, B1 1RN

Telephone: 0370 606 2555