



COMPLAINTS HANDLING PROCEDURE

We want to give you the best possible service. However, if at any point you become unhappy with the service we have provided to you or you have concerns about your bill then you should inform us immediately so that we can do our best to resolve the problem for you. This will help us to maintain and improve the quality of our service.

Who You Should Contact

If you have a complaint about the service you have received, in the first instance please telephone or write to the case handler dealing with your case in attempt to resolve any issues you may have.

If you would rather not deal in the first instance with your case handler and would prefer to speak with someone else, then again please telephone and ask to be referred to their supervisor.

If you would like to write to us, please address your letter to your case handler.

What Will Happen Next

- (a) we will acknowledge receipt of your written complaint within two working days of its receipt and seek any necessary clarification as to the nature of the complaint;
- (b) we will send a response letter within eight weeks of the receipt of your complaint, be it a verbal or written complaint;
- (c) any queries you have in relation to the response you receive should be directed to the person who writes to you - full contact details will be contained in the letter you receive;
- (d) if you remain dissatisfied with the service provided and we are unable to reach a resolution of your complaint, we will write to you confirming our final decision and our reasoning behind this.
- e) if we are unable to help you, then you can have the complaint independently looked at by the Legal Ombudsman. If you would like more information about the Legal Ombudsman their contact details are as follows: www.legalombudsman.org.uk

Contact Information:

0300 555 0333 - between 10am – 4pm, Monday – Friday

enquiries@legalombudsman.org.uk

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

After 1st April 2023 the time limit for referring a complaint to the Legal Ombudsman is within 1 year from the date:

- of the act or omission being complained about; or
- when the complainant should have realised that there was cause for complaint

The Legal Ombudsman will have discretion to accept out of time complaints in circumstances where it deems “fair and reasonable to do so”. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

Before 1st April 2023 the Legal Ombudsman can investigate complaints up to six years from the date of the act or omission or within three years of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

You may also choose to make a report to the Solicitors Regulation Authority (SRA). This could be if you are concerned about our professional behaviour or conduct.

You can find out how to make a report at <https://www.sra.org.uk> or contact the SRA at their details below:

Solicitors Regulation Authority
The Cube
199 Wharfside Street
Birmingham
B1 1rn
Tel: 0370 606 2555



Contact Us

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