

Barry & Co Complaints Procedure

Our complaints policy

Barry & Co is committed to providing high-quality legal advice and a fair 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. Whenever possible, please raise any initial client care problems with the person acting on your matter to give them the opportunity of resolving matters with you. Often matters can be quickly resolved in this way.

Our complaints procedure

If you have a concern or a complaint that has not been dealt with to your satisfaction by the person handling your case or their supervising partner, please contact us as soon as you are aware of the problem so that this can be addressed. Please put your complaint in writing and addressed for the attention of Mr Jonathan Barry.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within two days of our receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve Mr Jonathan Barry reviewing your matter file and speaking to the member of staff who acted for you.
3. Mr Jonathan Barry may invite you to a meeting to discuss and, it is hoped, resolve your complaint, or telephone to discuss this with you, should it be necessary as part of the investigation of your complaint. They will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the any such meeting or telephone discussion, Jonathan Barry will write to you to confirm what took place and any solutions they have agreed with you.
5. If you do not want a meeting or it is not necessary or appropriate for the purposes of investigating your complaint, Mr Jonathan Barry will send you a detailed written reply to your complaint, including their 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 to explain why you remain unhappy with our response and we will review your comments.
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.

If we have to change any of the timescales above, we will let you know and explain why.

8. If you are still not satisfied, you can ask the Legal Ombudsman to consider your complaint. We hope that this does not become necessary and that we can resolve matters between ourselves. The Legal Ombudsman's contact details are:

Address: PO Box 6806, Wolverhampton, WV1 9WJ

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

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 and within the following timescales:

- no later than one year from the date of the act or omission about which you are complaining occurring; or
- no later than one year from the date you should reasonably have known there were grounds for complaint.

9. Alternative dispute resolution (ADR) bodies exist which are competent to deal with complaints about legal services should both you and our practice wish to use such a scheme. We have, however, chosen not to adopt an ADR process. If, therefore, you wish to complain further, you should contact the Legal Ombudsman.

Complaints in relation to bills

The complaints procedure above also applies to complaints arising concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; the Legal Ombudsman may not consider a complaint about a bill if you have applied to the court for assessment of that bill.

Costs

We will not charge you for handling your complaint.

The Legal Ombudsman service is free of charge.