

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.

This firm is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received, please put such a complaint in writing and addressed for the attention of Mr Jonathan Barry of this firm, and the matter will be fully investigated in accordance with our complaints procedure, a copy of which is available on request.

We have eight weeks to consider your complaint. If we have not addressed it within this time, you may complain to the Legal Ombudsman.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. 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 or within one year of the act or omission about which you are complaining occurring (or if outside of this period, within one year of when you should reasonably have been aware of it). The Legal Ombudsman will not usually investigate any complaint made to them more than 6 years after the action complained of, and will require you to complain to us first.

As well as your right to complain about any of our bills under our complaints procedure, you can also apply for the bill to be assessed by the court under Part III of the Solicitors Act 1974, in which case the Legal Ombudsman may not consider your complaint.

You should be aware that, when your complaint relates to a bill, the Legal Ombudsman will not consider your complaint while your bill is being assessed by a court.

Note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits.

Legal Ombudsman Contact Details:

- a) Address: PO Box 6806, Wolverhampton, WV1 9WJ
- b) Telephone: 0300 555 0333
- c) The firm is committed to ensuring that all Partners, Directors, Members, Consultants and Employees give their full co-operation to the Legal Ombudsman in the event of any dispute or complaint against the firm.

In addition to the Legal Ombudsman, the SRA can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. However, the SRA are not able to deal with issues of poor service.

Solicitors Regulation Authority Contact Details:

- a) Address: The Cube, 199 Wharfside Street, Birmingham, B1 1RN
- b) Telephone: 0370 606 2555