

## **AMELANS COMPLAINTS PROCEDURE**

### **Our Complaints Policy**

We are committed to providing a high quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us improve our standards. If possible, we would like to settle any such issue informally, so if you have any such issue, please speak the lawyer handling your case, who will try and rectify any issue.

### **Our complaints procedure**

If you cannot resolve the issue with your lawyer, or if you do not feel comfortable doing so, you are entitled to make a formal complaint. If this is the case, please contact us with as much information as you can provide. There will be no charge in respect of work done in responding to your complaint. The best way is to write, with details of your complaint, to our office, for the attention of the Senior Partner, Andrew Twambley. Alternatively, e-mail him on [a.twambley@amelans.co.uk](mailto:a.twambley@amelans.co.uk).

### **What will happen next?**

1. Mr Twambley will send you a letter, or e-mail you, acknowledging your complaint. He may ask you to further confirm or explain the details of your complaint. You can expect to receive this letter within 7 days of us receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will do this within 7 days of receiving your complaint.
3. Before the 7 days expire, we will start to investigate your complaint. This will normally involve the following steps:
  - Mr Twambley will locate your file and study it
  - He will ask the member of staff who acted for you to respond to him as soon as possible
  - He will then examine their reply and the information in your complaint file. In the majority of cases he will invite the member of staff for a meeting, to discuss the file, your complaint and the reason you have become dissatisfied with our service.

The above process can take up to 14 days, though we will try and complete this initial investigation much faster.

4. If Mr Twambley feels he has sufficient information to offer a resolution to the complaint, either he or the member of staff will then write to you with our proposals. If more information is required, you will be contacted before you receive this letter of proposed resolution. This stage can take up to 14 days.
5. If you are not satisfied with our proposals, you should inform us of your thoughts and request that Mr Twambley looks again at your complaint. Alternatively, and

if convenient, you may request a face to face meeting at our offices. Within 7 days of such a meeting Mr Twambley will write to you to confirm what took place and any solutions he has agreed with you.

6. At this stage, if you are still not satisfied you should contact us again. We will then arrange for another Partner of the firm who will review your complaint and Mr Twambley's decision within 14 days.
7. We will let you know the result of the review as soon as this review is concluded. At this time we will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can take your complaint further by writing to: -

**The Legal Ombudsman**, Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

or e-mail: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

or telephone 0300 555 0333

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

The Legal Ombudsman is an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints. Normally, you must notify the Legal Ombudsman of your complaint within 6 months of our final written response to you. Your complaint to the Legal Ombudsman must be notified to them within 1 year of the act or omission about which you are complaining occurring (or if outside of this period, within 1 year of the date you should reasonably have been aware of it).

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While The Legal Ombudsman deals with complaints about service, our regulating body, The Solicitors Regulation Authority (The SRA) can deal with any complaints about our conduct. Their details and complaint procedure are as follows :-

**The Solicitors Regulation Authority**, The Cube, 199 Wharfside St., Birmingham, B1 1RN

Or e-mail; [contactcentre@sra.org.uk](mailto:contactcentre@sra.org.uk)

Or telephone 0370 606 2555

Website: [www.sra.org.uk](http://www.sra.org.uk)

If we have to change any of the timescales above, for reasons such as holidays or illness, we will let you know and explain why.

Should you have any questions about this policy, please contact Andrew Twambley.

Tel: 0161 434 4545

Fax: 0161 445 3338

E-mail: [a.twambley@amelans.co.uk](mailto:a.twambley@amelans.co.uk)