

## COMPLAINTS PROCEDURE

### 1. Customer Service

- 1.1. Your satisfaction with the service we provide is our single most important aim. Whilst we will endeavour to provide a standard of service that will exceed your expectations, we recognise that from time to time you may wish to raise queries, concerns or complaints. In the first instance we would ask you to raise the matter with the fee earner with responsibility for your work.
- 1.2. However if this does not resolve the matter or if you are unwilling to discuss the issue with the relevant fee earner then please contact Mr Jonathan Frederick, the Complaints Manager at [jfrederick@fredericksolicitors.co.uk](mailto:jfrederick@fredericksolicitors.co.uk) or by post to our office. We have a procedure in place which details how we handle complaints which is available upon request.

### 2. Our Complaints Handling Procedure

- 2.1. We would like you to be aware that we operate an internal complaints procedure. The primary purpose of this procedure is to address complaints from our clients but is also intended to improve the quality of service that we provide to our clients.
- 2.2. If you have a complaint, in the first instance we would ask you to address this to the person dealing with your case, but if this is not possible or you have already done so, but are not satisfied then please contact Jonathan Frederick our Client Care Partner. Jonathan Frederick can be contacted:
  - By Post at: Frederick Solicitors, 2 Infirmary Street, Leeds, West Yorkshire, LS1 2JP
  - By Phone on: 0113 513 2047
  - By e-mail at: [jfrederick@fredericksolicitors.co.uk](mailto:jfrederick@fredericksolicitors.co.uk)
- 2.3. It is preferable if the complaint is submitted in writing, so that the full facts may be set out clearly and without ambiguity. The complaint can then be fully considered before the firm's final response is given. In the meantime, Jonathan Frederick will always attempt to speak to you either in person or by telephone. It is helpful when making a complaint if you can identify the person and specify the exact nature of your dissatisfaction.
- 2.4. On receiving your complaint, Jonathan Frederick will write to you within 3 working days, record your complaint in our central register and open a separate file in respect of the complaint. You will be advised of the specific complaint reference.
- 2.5. Within 10 working days or earlier, if there is a degree of urgency to the complaint, Jonathan Frederick will look at the file and investigate the issues. If necessary, Jonathan Frederick, may ask you for further details by telephone, in a personal interview or by letter.
- 2.6. If you have a query or concern about any bill the firm has rendered to you, in the first instance we ask you to raise this with the solicitor or fee earner dealing with your case. If you are not satisfied with their response, the matter will be passed to our accounts department for further investigation. If you still object to a bill, you also have the right to make an application to the Court for an Assessment of the Bill under Part III of the Solicitors Act 1974.

#### How we aim to resolve issues

- 2.7. It is the aim of Frederick Solicitors to resolve any problems as quickly as possible and ideally within 21 days of the complaint having been received. We will always endeavour to resolve any complaint to the satisfaction of our client. If the complaint is justified then it will be resolved positively, for example by an apology, an explanation or perhaps transferring the matter to another fee earner within the firm.
- 2.8. Once the matter has been resolved, a note will be made, and a letter sent to you confirming our response to the complaint. All the relevant paperwork will be kept in our central Register of Complaints.

#### Ombudsman Scheme

3. If you remain dissatisfied following our response. You may ask the Legal Ombudsman to consider the complaint. The Legal Ombudsman can be contacted at: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
  - Phone: 0300 555 0333
  - Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
  - Post: Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ

#### Complaints to the SRA

4. What to do if you are unhappy with our behaviour. The Solicitors Regulation Authority can help 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. Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority