**CLIENT COMPLAINTS PROCEDURE**

**Introduction**

We aim to provide a consistently high level of service. However, if you do have any complaints or concerns about our service, we will try our best to sort out the problem and put things right for you as quickly and effectively as possible. We believe that a well handled complaint is an opportunity to restore and even improve goodwill as well as to provide an even better service in future. To that end, we have established the following procedure for handling complaints.

**Procedure**

As a first step, we recommend that you raise the complaint informally with the person handling your work on a day to day basis, or, if you prefer, either with the partner in charge of the department in which that person works or with the partner with whom you have the closest links. The partners in charge of each department are as follows:

* Property: Martin Otvos
* Dispute Resolution: [Simon](http://www.adams-remers.co.uk/about/people/Partners/apawlikcv) Serota
* Corporate & Commercial: John Woodhouse
* Employment: Daniel Isaac

*If you have any doubt about who is the partner in charge of the department, please ask the person handling your work.*

The person to whom you make the informal complaint will try to resolve it to your satisfaction as quickly as possible and will in any event keep any correspondence with you and a written record of any conversations with you on the file relating to the matter complained about.

If the informal complaint is not resolved to your satisfaction, we ask you to summarise the complaint in a written letter to the firm’s complaints partner, Simon Serota or to Rex Newman if the complaint relates to Simon Serota.

We will acknowledge receipt of your complaint where possible within 48 hours of its arrival, sending you a copy of this procedure and telling you within what timescale (preferably not exceeding three weeks) you will be given a written response to the complaint.

The complaints partner will review your complaint and the file of the person handling the matter complained about thoroughly and fairly. Within the time mentioned above, he will write to you with a full response to your complaint, explaining whether or not in his view the complaint was justified, and why.

Where he considers that the complaint is justified, the complaints partner will give you an apology together with an explanation of the action we propose to take to put right the matter complained about.

We will not charge you for any time we spend in handling your complaint.

In the event that the matter was either originally conducted by the complaints officer himself or he is absent from the office then the matter will be reviewed by our Managing Partner Rex Newman.

**Records**

A record of all complaints received by the complaints partner will be kept in a separate file by the firm’s Chief Operating Officer who will ensure that complaints are reviewed periodically by the firm, to make sure that any deficiencies in our service standards and in our systems are remedied.

**Legal Ombudsman**

If you are dissatisfied with the complaints partner’s review and written response to your complaint, or if for any reason your complaint has not been resolved to your satisfaction within eight weeks of the making of your initial informal complaint, you have the right to complain to the Legal Ombudsman.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year 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.

Examples of complaints handled by The Legal Ombudsman include:

* Not replying to your emails, letters or calls.
* Losing your documents or giving you unclear advice.
* Charging you an amount you are not happy with.
* Not explaining issues properly so you do not understand

The Legal Ombudsman can be contacted:

* by post to Legal Ombudsman, PO Box 15870, Birmingham, B20 9EB or
* by email to enquiries@legalombudsman.org.uk or
* by phone to 0300 555 0333 (if you are calling from overseas, call +44 121 245 3050).

**The Solicitors Regulation Authority**

If you are concerned that we have been dishonest or have concerns about our behavior, then you have the right to complain to The Solicitors Regulation Authority (SRA).

Examples of complaints handled by The SRA include:

* Shutting down the law firm without telling you.
* Dishonesty or deliberately overcharging you.
* Taking or losing your money.
* Treating you unfairly because of your age, a disability or other characteristic

The SRA can be contacted:

By post to Solicitors Regulation Authority, The Cube,199 Wharfside Street,Birmingham, B1 1RN

By phone 0370 606 2555.

By email to www.sra.org.uk/contactus