

CLIENT COMPLAINTS PROCEDURE

This firm's complaints policy

As a firm we are committed to providing a quality of legal service to all our clients. Consequently, it is essential when something goes wrong or any client believes they have reason to complain that we have an effective procedure to assist the complete and early resolution of the problem. Only by doing so can we hope to maintain the quality standards we set ourselves and improve them by learning from what may have gone wrong and what our clients tell us. We will often try to resolve any issues informally. However, if this is not possible then we will follow the procedure set out below in order to try and resolve your concerns.

The Procedure

Although not essential, in making a complaint it would be helpful to us if you could provide details of your concerns in writing to the Legal Director, Tara Boyle (if you have not already done so).

What will happen next?		Timescale
1.	We will register your complaint on our Register (for monitoring and management information purposes), we will acknowledge receipt of your complaint and we will send you a copy of our complaints policy and procedure.	Within 2 working days of receipt
2.	Often, we will arrange to call you to discuss the detail of the complaint to make sure we understand it fully. We will write to you to set out our understanding of the complaint (either from your letter or after our call) and request your confirmation or seek any necessary clarification. We will also confirm who will deal with your complaint.	Within 5 working days of receipt of complaint
3.	We will then commence investigation into your complaint. This may involve one or more of the following steps: a) We will ask the case worker who acted for you to provide us with a response b) We will review the full file c) We will contact any third parties who may need to have input with your complaint (for example barristers, experts or advocates) d) The Legal Director will consider your complaint in the light of what the file reveals, any third-party information and the case worker's response The Legal Director will then write to you with The Firm's detailed response to your complaint and hopefully resolve your complaint in full.	Within 4 weeks of receiving your complaint
4.	If you wish to have a meeting or telephone call to discuss the detailed response, this can be arranged at our mutual convenience in an endeavour to resolve the complaint to our mutual satisfaction	
5.	If, at a meeting, in our telephone call or from your written reply to our detailed written response, you remain dissatisfied with what we have said and how we propose resolving your complaint, we will arrange for our decision to be reviewed. This may happen in one of the following ways: a) Our own review of our handling of your complaint and why you are dissatisfied b) By arranging for someone else in the Firm, to review how it was handled and the decision taken c) By asking our local law society or another local firm of Solicitors to review our handling of, and the decision on, your complaint (if they are willing to do this). This might take the form of mediation or some type of alternative dispute resolution After the review has taken place, you will be informed of the outcome and we will put in writing our final response to your complaint. This will conclude our complaints procedure.	Within 8 weeks of receiving your complaint

6. If you remain dissatisfied with our final decision at the end of our complaints process, you would then be at liberty to contact the Legal Ombudsman, provided you are an individual, a personal representative of a deceased person, a “micro-enterprise” (having fewer than 10 employees and annual turnover or assets not exceeding 2 million Euros), a charity or club/association with annual income of less than £1 million, or a trustee of a trust with assets of less than £1 million.

From 1st April 2023, 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.

If you would like more information about the Legal Ombudsman, their contact details are as follows: -

- Website - www.legalombudsman.org.uk
- Telephone - 0300 555 0333 between 10am and 4pm (calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines.
- E-mail - enquiries@legalombudsman.org.uk
- Postal address - Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.

Alternative complaints resolution bodies also exist and are competent to deal with complaints about legal services, should both you and our firm wish to use such a scheme at the end of our internal complaints process. They provide Alternative Dispute Resolution (ADR) services. Small Claims Mediation is one such body, details of which can be found at www.smallclaims-mediation.co.uk; and another is Ombudsman Services, details of which can be found at www.ombudsman-services.org.

Under the provisions of the EU Directive on Consumer Alternative Dispute Resolution, to pursue this process you would have to be a “consumer”, namely an individual acting for purposes which are wholly or mainly outside your trade, business, craft or profession

Please Note: changes to any of the above timescales will be confirmed to you with an explanation why

The contact details you may need whilst your complaint is being dealt with are as follows:

Tara Boyle

Legal Director

Geoffrey Miller Solicitors

Direct Line: 0161 274 5596

Email: tboyle@motoroffence.co.uk

Main Switchboard: 0161 274 5580

London Switchboard: 0203 819 6108

Text us: 07451 275580 (Mobile number for texts only)

Fax: 0161 274 5599

Web: www.motoroffence.co.uk