

## **Attwells Complaints Procedure**

### **Our Complaints Policy**

1. We are committed to providing a high-quality legal service to all of our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

### **Our Complaints Procedure**

2. If you have a complaint please contact Will Oakes our client care partner. You can contact him at 18 North Hill, Colchester, Essex, CO1 1DZ by telephone on 01206 239764 or e-mail at [will.oakes@attwells.com](mailto:will.oakes@attwells.com). Mr Oakes will respond to your complaint.

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

3. We will send you a letter of acknowledgement within fourteen days of us receiving your complaint. Our letter may ask you to provide additional detail relating to the subject matter of your complaint and, if that is the case, it will be necessary for you to provide that detail in order for us to deal effectively with the matters that you have raised.
4. We will record your complaint in our central register and open a file for your complaint.
5. We will then start to investigate your complaint. This may involve one or more of the following steps.
  - We may ask the member of staff who acted for you to reply to your complaint.
  - We may examine their reply and the information in your complaint file. We may then ask them for more information.
6. Will Oakes will then write to you with a substantive report setting out his findings in relation to your complaint. You can expect to receive this report within 28 days of the date of the first letter (referred to a paragraph 3 above). The report will suggest a way forward.
7. You can then respond to the report by either confirming that you approve the proposed way forward or else that you do not in which case Will Oakes will consider your comments in more detail.
8. Will Oakes will then report back to you following his consideration of your supplemental comments. If you remain unsatisfied with Will Oakes' findings you will be entitled to ask for your complaint to be considered by another partner of the firm.
9. The other partner who will not previously have been involved in your complaint to review it. They will do this within 21 days.

10. We will let you know the result of the review within seven days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
11. If we have to change any of the timescales above, we will let you know and explain why.

### **What to do if we cannot resolve your complaint**

12. If you remain unhappy with our response then you can refer your complaint to the Legal Ombudsman, an independent complaints body established under the Legal Services Act, who can investigate complaints about the legal service you have received from us. 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, please contact them.

#### **Contact details**

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

Call: 0300 555 0333 between 9.00 to 17.00.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

13. If you are concerned about our behaviour you can contact the Solicitors Regulation Authority. 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](https://www.sra.org.uk/).

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