Complaints Handling Procedure

This Complaints Handling Procedure tells you how we will deal with your complaint and how long it is likely to take. It also provides important information about what you can do if you are not happy with the way in which we are dealing with your complaint, or about our final response. Our Complaints Policy contains further information about what you can expect from us when you make a complaint. All complaints will be dealt with promptly, fairly and free of charge.

Designated Complaints Handler

If you have any concerns about our service, our work, or our charges, you should discuss these first with the individual who has day-to-day control of your matter.

If this person cannot satisfactorily address your concerns and you wish to make a complaint, please contact our Designated Complaints Handler, Mr Andrew Fox, Director.

You can write to him at Jones Myers Ltd, Carlton Tower, 34 St Paul's Street, Leeds, LS1 2QB, or send an email to andrew.fox@jonesmyers.co.uk.

Step One: Acknowledging your Complaint

Within three working days of receiving your complaint, your complaint will be recorded in our Complaints Register and a separate file will be opened in which we will store any correspondence and other documents relating to your complaint. Within three working days we will also send you a letter acknowledging your complaint.

Step Two: Investigating your Complaint

Within ten working days of receiving your complaint, we will review your file(s) and any other relevant documentation and send you a letter telling you how we propose to deal with your complaint. Examples of what we might say in this letter are as follows:

- If your complaint is straightforward, we might make suggestions as to how we can put things right or we may offer you some form of redress.
- If your complaint is more complicated, we might ask you to confirm, explain or clarify any issues.
- We may ask to meet with you to discuss things face-to-face and we would hope to be in a position to meet with you no longer than fifteen working days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write to you fully setting out our views on the situation and making suggestions as to how we can put things right, or asking you to confirm, explain or clarify any issues. Within three working days of any meeting, we will write to you again to confirm what took place and to confirm any offer of redress that we have made.

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Whichever form our investigation takes, we will aim to give you our final response within six weeks of receiving your complaint (or sooner if possible), and in any event within eight weeks. Our final response letter will set out our conclusions on each part of your complaint, together with any offer of redress, and will confirm that it is our final response.

Step Three: The Legal Ombudsman

If we are unable to resolve your complaint to your satisfaction, you can have it independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers. This service is independent and free of charge.

You may refer your complaint to the Legal Ombudsman once you have received our final response, or if eight weeks have passed since you first made your complaint to us and it has not been resolved.

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 complaint to the Legal Ombudsman within six months of the date of our final response to you.**

Legal Ombudsman Contact Details

Address: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH
Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

What to do if you are unhappy with our behaviour

Reports about our conduct (behaviour), rather than about our service levels, can be made to the Solicitors Regulation Authority (SRA). Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority. See www.sra.org.uk/consumers/problems/report-solicitor.page for more details.

Alternative Dispute Resolution

Alternative complaints bodies, such as ProMediate UK Ltd (www.promediate.co.uk) exist and are competent to deal with complaints about legal services should both you and this firm wish to use such a scheme. We do not agree to use the scheme operated by ProMediate UK Ltd as we believe the Legal Ombudsman is better equipped to resolve complaints against legal firms.

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