

Appendix 23 Engleharts' Complaints Procedure

At Engleharts (the firm) we aim to provide the highest possible standard of legal service to all our clients. However, there may be times when you feel that we have failed to meet your expectations. We take every complaint very seriously and wish to resolve any client dissatisfaction as quickly and efficiently as possible. We aim to ensure that any mistakes do not happen again. We follow the Solicitors Regulation Authority (SRA) SRA Code of Conduct for Solicitors, RELs and RFLs when dealing with complaints. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our promise to you is that your complaint will be dealt with promptly, fairly, and free of charge. Making a complaint will not affect how we handle your matter.

Your initial complaint.

In the first instance it may be helpful to bring your complaint to the attention of the person who has been dealing with your matter. We ask that you ensure that you include all relevant details so that your complaint or concern can be effectively addressed.

What will happen next?

1. The member of staff who acted for you will acknowledge your complaint within three working days from the date of receiving it. A copy of this procedure will be enclosed. He or she will then prepare a detailed response within seven working days from the date of the acknowledgement letter unless a detailed response is included within his or her initial letter.
2. If you are unhappy with the response, you should reply to the member of staff with conduct of your matter. A further investigation into your matter will then be undertaken.

Your matter will then either be;

- (i) dealt with in detail by the member of staff with conduct of your file within fourteen working days of receiving your reply, or
 - (ii) passed to the firm's Client Care Manager, Jack Englehart. He will acknowledge your complaint within three working days of the matter being passed to him. He will then review the matter in full before writing to you in detail within fourteen working days from the date of his acknowledgement letter outlining his suggestions to resolve the complaint.
3. If you are dissatisfied with the response of the person in charge of your matter, you may request that your file is passed to Jack Englehart.
 4. If you remain dissatisfied after Jack Englehart's response, please let him know and he will invite you to a meeting, or alternatively offer a telephone conversation, to discuss your complaint further within seven working days. Within three working days of the meeting, or telephone conversation, Jack Englehart will write to you and confirm any

solutions agreed with you. Where a meeting is not possible, he will write to you in a final attempt to resolve the complaint.

What you can do if we are unable to resolve your complaint.

The firm has eight weeks to consider and resolve your complaint. If we have not resolved it within this time you may pass your complaint to the Legal Ombudsman. The Legal Ombudsman could help you if you have a complaint about the work that we did for you or your bill. Full contact details for the Legal Ombudsman can be found below. Any complaint to the Legal Ombudsman must usually be made within six months from the date of the firm's final response to your complaint and within six years of the act or omission about which you are complaining occurring (or within three years from the date by when you should have reasonably known that you had cause for complaint). The Legal Ombudsman will check with us that you have tried to resolve your complaint with us first.

You can also raise a complaint or concern with the Solicitors Regulation Authority (SRA). The SRA can help you if you have a complaint or a concern about our behaviour. This could be for matters like breaking the SRA rules, including shutting down without telling you, dishonesty, taking or losing your money, or treating you unfairly because of a disability or age. You can raise your concerns with the SRA and full contact details can be found below.

If we must change any of the above timescales, we will let you know and explain why. Please note that the response times referred to above could increase where an involved member of staff is absent from the office or if there are exceptional circumstances, in which case we would advise you accordingly.

Contact details:

Legal Ombudsman: PO Box 6806, Wolverhampton, WV1 9WJ

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 (Monday to Friday from 09:00 to 17:00).

Email: enquiries@legalombudsman.org.uk

The Law Society: The Law Society's Hall 113 Chancery Lane London WC2A 1PL

DX: DX 56 London/Chancery Lane

Visit: www.lawsociety.org.uk/for-the-public/using-a-solicitor/complain-about-a-solicitor/

Call: 020 7242 1222 (Monday to Friday from 09:00 to 17:00).

Solicitors Regulation Authority: The Cube, 199 Wharfside Street, Birmingham, B1 1RN

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Visit: www.sra.org.uk/consumers/problems/

Call: Contact centre 0370 606 2555

Email: contactcentre@sra.org.uk