

WATSONS SOLICITORS WARRINGTON LLP

T/A WATSONS SOLICITORS

OUR COMPLAINTS POLICY

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

If you are dissatisfied with the standard of work or quality of service that we provide in the course of our agreement with you then you should in the first instance utilise our internal Complaints Policy.

Firstly, you should contact the Fee Earner or Partner who is undertaking work on your behalf and express your concerns to them. If they are unable to satisfy you with their response then you may escalate your complaint to our Client Care Partner.

You will need to tell us about what your complaint is and put it in writing or by way of e-mail.

What will happen next?

1. We will contact you to acknowledge your complaint, either by telephone or in writing. Your complaint will be dealt with by the Client Care Partner, whose name has been notified to you in your Terms of Business letter or Information Sheet sent to you when you first give us instructions, or if the complaint is about the Client Care Partner it will be dealt with by the Senior Partner. We will endeavour to contact you to acknowledge receipt of your complaint within two working days of receiving it and we will send you a copy of our Complaints Policy.
2. The Client Care Partner will discuss the matter as soon as it comes to his/her knowledge with the Fee Earner to see whether it is possible to resolve the complaint informally and speedily over the telephone. If it is not possible to do this then we will record your complaint in our central register and open a separate file for it.
3. The Client Care Partner may ask the member of staff who acted for you to reply to your complaint within seven days. The Client Care Partner will consider the reply and the information provided within that reply. If this is not capable of resolving the complaint then the Client Care Partner will consider the file in full and provide you with a full and detailed response within 56 days of notification from you that the complaint has not been resolved.
4. The Client Care Partner may then telephone you to discuss it, invite you to a meeting or write to you with a full and detailed reply. The Client Care Partner will let you have his/her suggestion for resolving the complaint in this letter.
5. At this stage if you are still not satisfied you may contact or refer the matter to the Legal Ombudsman. If you refer your matter to the Legal

Ombudsman the Client Care Partner will, if requested, attempt to conciliate the complaint.

6. The address for the Legal Ombudsman is:-

The Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WL

Telephone: 0300 555 0333

www.legalombudsman.org.uk

Any complaints to the Legal Ombudsman must usually be made within six years of the date of our final decision on your complaint. For further information you may wish to contact the Legal Ombudsman.

Complaints to the SRA

The procedures set out above relate to the quality of service provided or a dispute with regard to the bill in respect of work that we have done for you.

If you are concerned about the behaviour or conduct of the Firm or any Solicitor or employee within the Firm rather than simply the work that the Firm or Solicitor or employee has done for you or the bill in respect of that work then you may refer the matter to the Solicitors Regulation Authority (SRA).

The SRA work with Firms and Solicitors to ensure that the SRA's principles are complied with. If you think the Firm or Solicitor instructed by you has not complied with the SRA's principles then you may report the circumstances to the SRA.

The Legal Ombudsman and the SRA have entered into a Memorandum of Understanding. This may be found on the SRA's website and will identify the type of complaint that the Legal Ombudsman will investigate and the type of complaint that the SRA will investigate.

More information with regard to the SRA's principles and the type of complaint that they will investigate on your behalf may be found on their website - www.sra.org.uk/consumers.