

## Client Complaints Policy

- 1 We are committed to providing a high quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right, so if something has gone wrong, including in relation to our charges, we need you to tell us. This will help us to improve our standards of service.

### How do I make a complaint?

- 2 You can contact us in writing (by letter, fax or email) or by speaking with our Senior Compliance Officer whose contact details are:

Mr T O'Rourke, Senior Compliance Officer  
Lanyon Bowdler LLP  
Chapter House North  
Abbey Lawn, Abbey Foregate  
Shrewsbury, Shropshire SY2 5DE

Tel: 01743 280280 or by email: [tom.o'rourke@lblaw.co.uk](mailto:tom.o'rourke@lblaw.co.uk)

He is responsible to the firm's Managing Partner.

- 3 To help us to understand your complaint, and in order that we do not miss anything, please tell us:
  - Your full name and contact details
  - What you think we have got wrong
  - What you hope to achieve as a result of your complaint, and
  - Your file reference number (if you have it)
- 4 If you require any help in making your complaint we will try to help you.

### How will you deal with my complaint?

- 5 We will record your complaint centrally.
- 6 We will write to you within three working days acknowledging your complaint, enclosing a copy of this policy
- 7 We will investigate your complaint. This will usually involve:
  - Reviewing your complaint
  - Reviewing your file(s) and other relevant documents
  - Liaising with the person who dealt with your matter
- 8 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time

- 9 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable. We will be happy to discuss the matter with you on the telephone.
- 10 We will update you on the progress of your complaint at appropriate times.
- 11 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. We will aim to do this within 20 working days of the date of our letter of acknowledgement.

### **What if I am not satisfied with the outcome?**

- 12 If you are unhappy with the outcome of our complaints handling procedure please first let us know and we will review the matter.
- 13 If you are still unhappy you can ask the Legal Ombudsman to look into your complaint. You can contact the Legal Ombudsman:
  - By post at PO Box 6167, Slough SL1 0EH
  - By telephone: 0300 555 0333
  - By email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- 14 Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must usually refer your complaint to the Legal Ombudsman within six months of our final written response to your complaint and within one year of the act/omission about which you are complaining occurring or you become aware of it. Further details are available on the website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

### **What to do if you are unhappy with our behaviour:**

- 15 The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, disability or other characteristic.
- 16 Visit its website to see how you can raise your concerns with the Solicitors Regulation Authority.

### **What will it cost?**

- 17 We will not charge you for handling your complaint.
- 18 Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.
- 19 The Legal Ombudsman service is free of charge.