

## **Information about our own complaints process, raising concerns to the Legal Ombudsman and to the Solicitors Regulation Authority.**

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service, we provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, then you can read our full complaints procedure below. Making a complaint will not affect how we handle your case.

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

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

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 your next course of action is to take your complaint to the Legal Ombudsman. The time limits for doing so are:

- You made your complaint to us within one year of the problem happening; or
  - You made your complaint within one year from when you found out about the problem;
- and*
- You refer your complaint to the Legal Ombudsman within six months of our final response.

If you would like more information about the Legal Ombudsman, please contact them on:

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

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

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, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority.

## **COMPLAINTS PROCEDURE**

ANP Solicitors aim to exceed the standards of service as required per English Law, Court rules and the professional standards of the Solicitors Regulation Authority (SRA) in each matter. We take client dissatisfaction very seriously and hope this guide explains our procedure for handling all issues and concerns with our service.

1. On receipt of your complaint, we will acknowledge your complaint within five working days of your first communication with us.
2. We will endeavour to resolve the issues with the fee earner with conduct of your case before we nominate another solicitor within the firm as your dedicated Point of Contact (POC) and will ask you to direct all future communications concerning your complaint to this person.
3. The POC will not be the solicitor dealing with your case to ensure that the complaint is handled fairly, objectively before we provide you with an informed assessment of your complaint regarding the matter.
4. Please contact the POC by letter or email to let them know about the issues with our service and how you wish to resolve it.
5. We will explain the way we will deal with your complaint within the next two weeks; for example, by way of a meeting with you, provision of further information, and/or an investigation into the issues raised.
6. After perusal of the file, your POC will consider all the facts, other evidence plus your instructions as well as your complaint to report the findings and conclusion to you i.e. if the firm has provided or failed to provide a reasonable service to you. In reaching a conclusion, your POC will consider the professional standards set by the SRA, rules of Courts and relevant Law and jurisdiction.
7. At this stage, if you are satisfied with the outcome of our investigation, you do not need to take further action. If, however, you are dissatisfied, you have the option of taking your complaint to the Legal Ombudsman (contact details below). Please let us know should you choose this option.
8. We will endeavour to resolve your complaint within 8 weeks of receipt of your first communication with the firm.
9. You will not be charged for making a complaint.

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

Telephone: 0300 555 0333 (Monday-Friday 8:30am-5:30pm)

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

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