

SANDERSONS SOLICITORS LIMITED

COMPLAINTS HANDLING POLICY

Our complaints policy

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

1. If you are dissatisfied about the manner in which we have handled your matter (not just the result) you should take it up with the staff member who looks after it - preferably by a face to face informal discussion. This was suggested in the terms and conditions which were attached to the client care letter which we sent to you at the beginning of the matter.
2. If you want to make a complaint about how we have dealt with a matter for you then you must make your complaint within;
 - One year from the date of the act or omission being complained about; or
 - One year from the date when the complaint should have been realised that there was cause for complaint.
3. If the informal discussion with the staff member does not resolve your dissatisfaction or explain it to your satisfaction you should ask for the matter to be considered by Paul Grimwood the Director who deals with all the client complaint. If however you wish to complain about Paul Grimwood or he is unavailable for any reason, please ask for the matter to be considered by James Ashton or David Roberts.
4. So that Mr Grimwood (or Mr Ashton or Mr Roberts) can deal with your concern effectively you must write a short note setting out the reasons for your concern/dissatisfaction and send it to him direct to 17-19 Parliament Street, Hull, HU1 2BH.
5. Upon receipt of your letter Mr Grimwood (or Mr Ashton or Mr Roberts) will request your matter file from the staff member to be sent to him and in addition to this he will also request information from the person you wish to complain about allowing him to set out the issues and the reasons for what has occurred as he/she sees it.
6. You should hear from Mr Grimwood (or Mr Ashton or Mr Roberts) within 7 days of receipt of your letter acknowledging safe receipt and confirming that the matter is now being looked at. Mr Grimwood will then look into the complaint by considering the file and reading both your letter and information received from the staff member - please remember that at holiday times, Christmas, Easter and the summer holidays there are occasional delays because of holidays.
7. Following his investigation, considering all the facts presented, Mr Grimwood (or Mr Ashton or Mr Roberts) will endeavour to reply in writing to your initial complaint within 21 days with his decision.

8. A copy of your complaint will be held on record for a period of 6 years after time the file will be destroyed.
9. If you are dissatisfied with the outcome you are within your rights to exercise other legal rights including complaining to the

Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

Website: www.legalombudsman.org.uk

Telephone: 0300 555 0333 between 9am and 4pm

Email: enquiries@legalombudsman.org.uk

The Legal Ombudsman can help you if we are unable to resolve your complaint. They will look at our complaint independently.

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 take your complaint to the Legal Ombudsman:

- a. within six months of receiving our final response to your complaint; or
- b. no more than of year from the date of the act or omission being complained about; or
- c. no more than one year from the date when you should reasonably have known that there was cause for complaint.

The Solicitors Regulation Authority could help you if you think a solicitor might be dishonest or you have concerns about their 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.

Contact Centre

The Cube
199 Wharfside Street,
Birmingham
B1 1RN
DX 720293 Birmingham 47

Telephone: 0370 606 2555

Email: contactcentre@sra.org.uk

Website: <https://www.sra.org.uk/>