

CARPENTERS ROSE

Solicitors & Notary Public

26 The Broadway, Mill Hill, London NW7 3NL

DX 51350 Mill Hill

Tel: 020 8906 0088

Fax: 020 8959 1281

general@carpentersrose.co.uk

Partners

Alan P Rose MA (Cantab) Notary Public TEP

Mark Rose LLB (Lond) Hons

Associate Solicitors

Michelle A Royston LLB (Lond) Hons

Margot J Graham BA (Hons)

COMPLAINTS PROCEDURE

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.

Our complaints procedure

If in the unfortunate circumstance there is any aspect with the service you are unhappy with, then please contact the solicitor dealing with your matter. If you are unwilling to do this or feel that the matter is too serious, then you should write to the Complaints Department of Carpenters Rose. Alternatively, you can contact the Legal Ombudsman 0300 555 0333. For example, the Legal Ombudsman can be contact if you are unhappy about the work your solicitor did for you or regarding your bill. On the other hand, the SRA can be contacted on 0370 606 2555 if you believe your solicitor has lied or stolen from you, shut down without telling you, or has broken regulatory rules.

What will happen next?

1. All Client Complaints are forwarded to the Complaints Manager.
2. The Complaints Manager will open a separate file for the complaint and record the details in the Firm's Complaint Management Log. This will be done by the end of the day following receipt of the Client Complaint Form.
3. The Complaints Manager will send you a letter acknowledging your complaint. You can expect to receive our letter within three working days of us receiving your complaint.
4. The Complaints Manager will then investigate the complaint, by asking the relevant members of staff to reply to the complaint or provide further details.

5. If necessary, the Complaints Manager will meet with the relevant members of staff to discuss the situation.
6. The Complaints Manager will then examine their response to your concerns and will write to you with a detailed reply to your complaint. This will include our suggestions for resolving the matter. This will do this within fourteen working days of sending you the acknowledgement letter.
7. If you are not happy with our response then the Complaints Manager will invite the complainant to a meeting to discuss the complaint in an attempt to resolve the issue. The meeting will take place within 14 days of the complainant agreeing to attend such a meeting.
8. If the complainant is not able or does not want to attend a meeting, the Complaints Manager will explain in writing, and if possible, also by telephone, the outcome of their investigations and a suggestion for resolving the complaint.
9. If a meeting is held, the Complaints Manager will write to the complainant within two working days of the meeting, confirming the discussions that took place and any solutions that have been agreed.
10. A letter sent to the complainant at this stage will contain details of what to do if the complainant is still unhappy. The complainant will be asked to write a 'secondary complaint letter' to the firm explaining why they are unhappy with the conclusion.
11. The firm will then arrange for a review of the Complaints Manager's decision. This will happen in one of the following ways:
 - a. A partner or senior member of staff will review the complaint, and if necessary, re-investigate the details of the complaint.
 - b. The local Law Society or another firm of solicitors will be asked to review the complaint.
 - c. The Complaints Manager will ask the complainant to agree to independent mediation.
12. The Complaints Manager will write to the complainant within five working days of the conclusion of the review, detailing the outcome of the review, and what the firm's final position is with regards to the complaint. This letter will contain details of the Legal Ombudsman and/or the SRA, who should be contacted if the complainant is still not satisfied.