

## **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 and to improve your experience of our services.

If you have any issue at all with the work we do for you or the service you receive, we want to resolve it before it becomes a complaint. In such circumstances, please discuss your concerns with your Case Manager (the person dealing with your file). They will listen carefully, are very open to your feedback and will work with you to resolve matters as quickly as possible.

## **What is a complaint?**

A complaint is an oral or written expression of dissatisfaction which alleges that the complainant has suffered or may suffer financial loss, distress, inconvenience or detriment.

## **How to make a complaint**

If you are unable to resolve matters with your Case Manager, to your satisfaction, please send details of your feedback to us at [myexperience@rglaw.co.uk](mailto:myexperience@rglaw.co.uk).

Once your feedback has been received, we will follow the process below.

## **What will happen next?**

1. We will acknowledge your correspondence within three working days.
2. We will pass details of your feedback to our Customer Relationship Managers, Adam Bainbridge and Matthew Healey. They will investigate your issue which will normally involve reviewing your file and speaking to your Case Manager. They will then contact you within seven working days to discuss your issue and to do everything reasonable to resolve matters with you.
3. If you are not satisfied with the steps taken by our Customer Relationship Managers, please let us know (email us at [myexperience@rglaw.co.uk](mailto:myexperience@rglaw.co.uk)) and explain why you are still not satisfied. We will acknowledge your correspondence within three working days.
4. We will pass details of your feedback to our Director, Tina Khanna. She will investigate your issue which will normally involve reviewing your file and speaking to your Case Manager and their Supervisor and also the Customer Relationship Managers. She will then contact you within seven working days with a written report and reply to your feedback. Mrs Khanna will do everything reasonably possible to resolve matters with you and will make clear our final position. We will ensure that our final decision is within you within 28 days in all cases.  
If you are still not satisfied, you can then contact the Legal Ombudsman who provides the statutory complaints scheme for solicitors. Their contact details are: PO Box 6806 Wolverhampton WV1 9WJ (t) 0300 565 0333 (e) [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) (w) [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) about your complaint. You can contact the Legal Ombudsman eight weeks after initially making a complaint to us. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final decision on your complaint but for further information, you should contact the Legal Ombudsman.
5. Where the persons named above are not available due to illness or absence from the office, a deputy will be appointed and will contact you within the stated timeframes.
6. If you make a valid claim against us for a loss arising out of work for which we are legally responsible, and we are unable to meet our liability in full, you may be entitled to claim from the Compensation Fund administered by the Council for Licensed Conveyancers (from whom details can be obtained).
7. Alternative complaints bodies (such as ProMediate (w) [www.promediate.co.uk](http://www.promediate.co.uk)) exist which are competent to deal with complaints about legal services should both you and RG Solicitors wish to use such a scheme. We DO NOT agree to use such a scheme.

**If we have to change any of the timescales above, we will let you know and explain why.**

**Dated: 01/11/2015**

**To be reviewed every six months**

**Last Reviewed: 15/09/2021**