

WALDRONS SOLICITORS

CLIENT CARE POLICY AND PROCEDURE

OUR CLIENT CARE POLICY

We are committed to providing a high quality legal service to all our clients. Occasionally however things can go wrong. If something does go wrong we need you tell us about it. This will help us to improve our standards.

OUR CLIENT CARE PROCEDURE

If you have a complaint, please contact us with the details. Your complaint should be addressed to either Mr. John Roberts, Managing Director or Hannah Scott, Associate Director, Capstan House, The Waterfront, Merry Hill, West Midlands. DY5 1XL, Tel No : (01384) 811811, E-mail : j.roberts@waldrons.co.uk or h.scott@waldrons.co.uk Fax No : (01384) 811822.

WHAT WILL HAPPEN NEXT?

1. We will send you a letter acknowledging receipt of your complaint within 7 days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve Mr. John Roberts or Miss. Hannah Scott, reviewing your file and speaking with the member of staff who acted for you.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 21 days of sending you the acknowledgement letter.
4. Within 7 days of the meeting we will write to you to confirm what took place and any solutions that have been agreed.
5. If you do not want a meeting or it is not possible, We will send you a detailed written reply to your complaint including suggestions for resolving the matter within 28 days of sending you the acknowledgement letter.
6. At this stage if you are still not satisfied you should contact us again and we will arrange for another Director who is unconnected with the matter at the Company, to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are not satisfied with my handling of your complaint you may have a right to complain to the Legal Ombudsman. This applies if you are an individual, a business with fewer than 10 employees and turnover or assets not exceeding a certain threshold, a charity or trust with a net income of less than £1m, or if you fall within certain other categories (you can find out more from the Legal Ombudsman). If applicable you must take your complaint to the Legal Ombudsman within six months of receiving a final response to your complaint; and no more than six years from the date of act/omission; or no more than three years from when you should reasonably have known there was cause for complaint. For further information visit www.legalombudsman.org.uk or call 0300 555 0333.

Alternative complaints bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We have,

however, chosen not to adopt an ADR process. If, therefore, you wish to complain further, you should contact the Legal Ombudsman

The Solicitors Regulation Authority can help if you are concerned about a solicitor's or a law firm's behaviour. Visit their website at www.sra.org.uk for more information.

Please note that if we have to change any of the timescales set out above, we will let you know and explain why.