

## **THOMAS FLAVELL & SONS COMPLAINTS PROCEDURE**

### **Your Complaint**

We take very seriously all expressions of dissatisfaction from our clients. If you have received this document, it is likely that you have already expressed your concerns verbally or in writing to us.

This document explains our procedures for handling complaints. Our objective is to ensure that your complaint is dealt with swiftly in an attempt to reach an amicable and satisfactory solution which addresses your concerns and puts things right where possible.

### **Making your Complaint**

Informal verbal complaints should be addressed to the person in our firm who you dealt with for the work in question in the first instance.

If you are not satisfied with their response, or feel that the matter is too serious to be dealt with informally, then you should write or speak to their supervisor or our Complaints Manager, Lindsey Connolly, at [lindsey.connolly@thomasflavell.co.uk](mailto:lindsey.connolly@thomasflavell.co.uk). Please provide us with as much detail as possible regarding your complaint, preferably in writing with key dates. This will make it easier for us to investigate thoroughly and address your concerns accordingly. It also means there is less room for misunderstandings.

### **Response Times**

- **Acknowledgement of Written Complaints within 3 Working Days**

Written complaints will be acknowledged by email or letter within 3 working days of receipt. In our response, we will confirm the name of the person responsible for handling the complaint.

- **Full Response usually within 20 Working Days**

A full reply will be sent as soon as the matter has been investigated and our proposals for dealing with your concerns have been agreed upon. We will always endeavour to provide a full response within 20 working days. If that is not possible, an interim response will be given explaining why it is not possible to meet this deadline, when we expect our investigations to be completed, and when a final response will be sent.

- **Recourse to the Legal Ombudsman after 40 Working Days or if your complaint remains unresolved**

If we have not finalised our response within 40 working days, or if we have responded but you remain dissatisfied, you may refer your complaint to the Legal Ombudsman.

### Contacting the Legal Ombudsman

If, in the unusual event that we are unable to resolve the matter to your satisfaction, you can contact the Legal Ombudsman using the details below:

- **Address:** Legal Ombudsman, PO Box 6167, Slough, SL1 0EH
- **Website:** [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- **Telephone:** 0300 555 0333

The Legal Ombudsman will normally expect you to have gone through our complaints process before they will consider your complaint.

You must refer your complaint to the Legal Ombudsman:

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

### Learning from Complaints

While we never like to receive complaints, we view them as an opportunity to learn and improve. All complaints (whether written or verbal) are recorded and logged centrally to help us identify any recurring problems or trends. This enables us to take corrective action where necessary and continually improve the service we provide.

### Contacting the Solicitors Regulation Authority

If you think a solicitor might be dishonest or you have concerns about their ethics or integrity, you also have the right to notify our regulator, the Solicitors Regulation Authority (SRA). There are no time limits for making a report, but there are limits on what the SRA will consider.

Please note that the SRA is not able to deal with issues of poor service (complaints of this nature should instead be referred to the Legal Ombudsman).

For further information about the SRA's role, please visit: <https://www.sra.org.uk/consumers/>.

**CLIENT COMPLAINT FORM**

Your Name				
Your Matter Name & Reference				
Nature of your Complaint	Staff Attitude/ Behaviour	Quality of Service	Error Made	Other
Date issue occurred				
Have you sought an informal resolution with your contact at our company?	YES / NO	If YES: Who did you speak to, and why could they not resolve the matter to your satisfaction?		

Summary Details of Complaint – or attach your own letter.				
Resolution/Remedy Sought				
Improvements we could make				
Supporting Documents attached (list, if any)				