

## HOW WE WILL HANDLE YOUR COMPLAINT

The Claims Guys Legal are committed to providing a high standard of service to everyone but we recognise that things can go wrong from time to time. If at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

If you are reading this, you may have experienced one of those unfortunate occasions, where things have not gone as you would have expected and for that we are sorry.

This document explains how we will deal with your complaint. It also tells you what you can do if you are not satisfied with how your complaint has been resolved. We will never charge you for handling your complaint.

We treat every complaint seriously and will always aim to provide a fair response to any concerns raised about our services.

## HOW TO MAKE A COMPLAINT

You can make a complaint by:

- Email to: [complaints@theclaimsguyslegal.com](mailto:complaints@theclaimsguyslegal.com)
- Post to: The Claims Guys Legal, PO BOX 563, Unit 2 Tally Close, Manchester, M28 8HG

To allow us to investigate and resolve your complaint fairly and efficiently it will help if you provide as much information as possible and tell us how you would like us to resolve the problem.

## WHAT HAPPENS NEXT?

If we are unable to resolve your concerns at the first point of contact:

- We will acknowledge your complaint in writing within five working days of receipt.
- Your complaint will be investigated by a member of our Compliance team who was not directly involved in the events that led to your complaint.
- We will review the relevant information on our systems, together with any information you provide. We may contact you for further information where appropriate.
- We will aim to provide a written Final Response within eight weeks of receiving your complaint. If we are unable to do so, we will write to explain why and confirm when we expect to provide our full response.

## THE LEGAL OMBUDSMAN

If you are dissatisfied with our response to your complaint, or we are unable to resolve the complaint within eight weeks after you have brought it to our attention, then you can have the complaint reviewed by the Legal Ombudsman. The Legal Ombudsman is an independent organisation with powers to resolve complaints about legal services.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern.

If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of the date of our Final Response to your complaint.

The contact details for the Legal Ombudsman are as follows:

- [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- By post to: **Legal Ombudsman, PO Box 6167, Slough, SL1 0EH**
- By Phone on: **0300 555 0333**

## COMPLAINTS ABOUT COSTS

If your concern relates to a bill, you may have the right to apply to the court for an assessment of the bill under Part III of the Solicitors Act 1974. You should be aware that the Legal Ombudsman may decide not to consider a complaint about a bill if that bill has already been referred to the court for assessment.

## ALTERNATIVE DISPUTE RESOLUTION

Other complaints bodies, known as Alternative Dispute Resolution (ADR) providers, exist, such as Pro Mediate ([www.promediate.co.uk](http://www.promediate.co.uk)), which are competent to deal with complaints about legal services, should both you and our firm agree to use such a scheme. You can find out more about ADR online.

We do not agree to use Pro Mediate or any other company within the ADR scheme, as we believe the Legal Ombudsman scheme is the most suitable body for complaints about legal services in the United Kingdom. We will fully co-operate with the Legal Ombudsman should you choose to contact them.

## SOLICITORS REGULATION AUTHORITY

The Solicitors Regulation Authority can help if you are concerned about our professional conduct. This may include concerns about dishonesty, misuse of client money, discrimination, breach of SRA rules or other serious professional misconduct.

You can raise your concerns with the Solicitors Regulation Authority,

- Online at: [www.sra.org.uk/consumers/problems/report-solicitor](http://www.sra.org.uk/consumers/problems/report-solicitor)
- By post at: **SRA Report, The Cube, 199 Wharfside Street, Birmingham, B1 1RN or DX 720293 BIRMINGHAM 47**
- By email: [reports@sra.org.uk](mailto:reports@sra.org.uk)
- By telephone: **0370 606 2555**