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## 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 maintain and improve our standards.

### Our complaints procedure

If you have a complaint, please contact Alison White or Carla Kennedy with the details. If they have to change any of the timescales set out below, they will let you know.

### How do I complain and what can I complain about?

In the event of any problem relating to this firm's services, you are entitled to complain and the Complaints Officers are Alison White and Carla Kennedy, who are Senior Directors of White & Co. Your complaint may include any range of matters to include delay in progressing your case, discourteous behaviour by any member of staff towards you, the advice you have received or the way in which it was delivered in respect of which you are dissatisfied and your complaint may include a complaint about the firm's bill.

We would hope that there is never a reason for you to complain as this firm strives to hold client care at the utmost degree of consideration.

If you do consider that you have a complaint which needs investigation then you are requested to put that complaint in writing to Alison White or Carla Kennedy.



Authorised and regulated by the Solicitors Regulation Authority under registered number 657386. White & Co Solicitors Ltd is a company incorporated and registered in England and Wales under registration number 11643964.

## What will happen next?

1. Within three days they will send you a letter acknowledging your complaint and asking you to confirm or explain the details, if necessary. They may suggest that you meet to clarify any details.
2. Ms White or Mrs Kennedy will then record your complaint in our central register and open a file for your complaint and investigate your complaint. This may involve one or more of the following steps -
  - If Ms White or Mrs Kennedy acted for you, they will consider your complaint again. They will then send you a detailed reply or invite you to a meeting to discuss the matter.
  - If someone else acted for you, Ms White or Mrs Kennedy will ask them to give their reply to your complaint. They will then examine their reply and the information in your complaint file. Ms White or Mrs Kennedy may also speak to the person who acted for you.
  - Mrs Kennedy may ask her Co-Director, Alison White, to investigate your complaint and report back to her and vice versa.
  - Ms White or Mrs Kennedy will then write inviting you to meet with them and to discuss and hopefully resolve your complaint.
3. At this stage Ms White or Mrs Kennedy would welcome the opportunity to meet with you. This may be by telephone, video link or in person. They would aim to be in a position to be able to meet with you within 14 days of first receiving your complaint. If you would prefer not to meet, or if a mutually agreeable timescale cannot be arranged, then they will write fully to you setting out their views on the situation and any remedies and redress.

4. Within three days of the meeting, Ms White or Mrs Kennedy will write to you to confirm what took place and any solutions they have agreed with you. In appropriate cases the Complaints Officer could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, please contact Ms White or Mrs Kennedy again. They will then arrange to review the decision within the next 10 days. This may happen in one of the following ways.
  - The person that investigated the complaint will review the decision herself.
  - They will arrange for the other Senior Director, if they are not connected with the complaint, to review the decision or hand the matter over to another solicitor/director within the firm for review.
6. The Complaints Officer will let you know the result of the review within five days of the end of the review. At this time Ms White or Mrs Kennedy will write to you confirming their final position on your complaint and explaining their reasons. Ordinarily, our complaints procedure will be concluded within 8 weeks from the time the complaint was made, in accordance with the guidelines set out by the Legal Ombudsman, as further referred to below.
7. If you are still not satisfied then you have the right to complain to the Legal Ombudsman at the conclusion of our complaints process. In most instances, should you wish to complain to the Legal Ombudsman, you should do so within 6 months of the date of our final written response to you. Further, the complaint should ordinarily be made within 1 year from the time of the act or omission, or 1 year from the date when you should have reasonably know that there was cause for complaint.
8. The Legal Ombudsman is able to extend time limits, where they consider it reasonable to do so. You may wish to seek further information regarding the Legal Ombudsman on the website at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). The website contains detailed information about the Legal Ombudsman and the complaints procedure, full details of which are set out in the Scheme Rules, which can be found at: [www.legalombudsman.org.uk/downloadadds/documents/publications/Scheme-Rules.pdf](http://www.legalombudsman.org.uk/downloadadds/documents/publications/Scheme-Rules.pdf)

9. The Legal Ombudsman can be contacted at the office of the Legal Services Ombudsman, PO Box 6167, Slough, SL1 0EH.
10. You may also have the right to object to the bill by applying to the Court for an assessment of the bill under part 3 of the Solicitors Act 1974.
11. If all or part of the bill remains unpaid the firm may be entitled to charge interest.