

Client Concerns Procedure

We are committed to providing a high quality service to all our clients. If for any reason you feel our service has fallen below this standard then we would like you to tell us about it. This will help us to improve our services in the future.

How to bring a concern to our attention

We will work hard to resolve to your satisfaction any concern which you make known to us.

If you are happy to do so then we would ask you to mention your concern to the executive who is responsible for the day to day conduct of your case. We find that most issues can be resolved in this way.

If this does not resolve the concern to your satisfaction, or if you prefer not to speak about it to the executive with day to day conduct of your case then please contact the Head of Department of the executive you are dealing with. The Head of Department's contact details will appear in the Client Care Letter sent to you at the start of your matter.

What happens next?

We will contact you to acknowledge receipt of your concern. We aim to do this within two working days of receiving it.

We will investigate it thoroughly. This will involve some or all of the following steps:

1. we may ask you to provide further information;
2. we will discuss your concern with the executive with day to day conduct of your case;
3. we will conduct a careful review of your file;
4. if appropriate we may invite you to meet us to discuss your concern.

We aim to conclude our investigation and respond substantively to your concern within twenty working days of receipt of your concern. If we are unable to respond within this timescale, we will write to you to explain why, and to give you a revised timetable for a response.

Within our response we will explain to you:

1. whether we agree that your concern is justified, either in whole or in part; and
2. if we agree that it is, what we propose to do to resolve your concern.

How to appeal if you don't agree with our decision

If you remain dissatisfied with our response then you can write to our Managing Partner, James Richardson, Lupton Fawcett LLP, 2 The Embankment, Sovereign Street, Leeds LS1 4BA asking him to review the decision. We will acknowledge receipt of any appeal. We aim to do this within two working days of receiving it. Following a further review, a decision on your appeal will be sent to you. We aim to do this within ten working days of receiving your appeal. If we are unable to respond within this timescale, we will contact you to explain why, and to give you a revised timetable for a response.

If, after completing the process described above, you remain dissatisfied, you may be eligible to contact the Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ about your concern.

The Legal Ombudsman expects complaints to be made to them within six years of the date of the act or omission about which you are concerned or within three years of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

However, **please note** that from 1 April 2023 these time limits are changing. From the 1 April 2023 the Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of you realising there was a concern. The requirement to refer your concerns to the Legal Ombudsman within six months of our final response to you remains the same.

For further information as to eligibility to complain to the Legal Ombudsman and general information please contact the Legal Ombudsman on 0300 555 0333 or refer to their website www.legalombudsman.org.uk

Please note that if we do not hear from you within 28 days of sending our final response to your concern, we will treat the concern as having been resolved.