

## **Client Concerns/Complaints Procedure**

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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 complain to the Legal Ombudsman, PO Box 6167, Slough, SL1 0EH about your concern.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. 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 no more than one year from the date when you should reasonably have known there was cause for complaint. You must also refer your complaint to the Legal Ombudsman within six months of our final response to you.

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](http://www.legalombudsman.org.uk)

Alternative dispute resolution (ADR) 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.

The Solicitors Regulation Authority ([www.sra.org.uk](http://www.sra.org.uk)) can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

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.