

SIMMONS GLEEK SOLICITORS

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COMPLAINTS POLICY

Complaints Policy

We are committed to providing a high-quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right so if something has gone wrong, including in relation to the bill, or if you become unhappy or concerned about the service which we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

How do I make a complaint?

In the first instance you should contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. You can contact us by speaking with one of our partners on our normal phone number or by writing to us at our office address: Bentinck House, 3-8 Bolsover Street, London W1W 6AB or via email at mail@simmonsgleek.com

To help us to understand your complaint, and in order that we do not miss anything, please tell us:

- your full name and contact details
- what you think we have got wrong
- what you hope to achieve as a result of your complaint, and
- your file reference number (if you have it)
- If you require any help in making your complaint we will try to help you.
- Making a complaint will not affect how we handle your case.

How will you deal with my complaint?

We will record your complaint centrally.

We will write to you within two working days acknowledging your complaint, enclosing a copy of this policy.

We will investigate your complaint. This will usually involve:

- reviewing your complaint
- reviewing your file(s) and other relevant documents, and
- speaking with the person who dealt with your matter

We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.

We will update you on the progress of your complaint at appropriate times.

We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. We will aim to do this within 10 days of the date of our letter of acknowledgement.

What if I am not satisfied with the outcome?

If you are unhappy with the outcome of our complaints handling procedure, please first let us know and we will review the matter.

If you are still unhappy you can ask the Legal Ombudsman to look into your complaint.

The Legal Ombudsman can help you in circumstances where you have already adhered to the firm's standard procedures for complaint as outlined in our Client Care Letter or above and if we are unable to resolve your complaint ourselves. The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your case.

You can contact the Legal Ombudsman:

- by post at PO Box 6806, Wolverhampton, WV1 9WJ
- by telephone: 0300 555 0333, or
- by email: enquiries@legalombudsman.org.uk

Before accepting a complaint for investigation, the Legal Ombudsman will first check that you have tried to resolve your complaint with us. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint: and
- No more than 6 years from the date of act/omission; or
- No more than 3 years from when you should reasonably have known there was cause for complaint.

Further details are available on the website: www.legalombudsman.org.uk.

In the event of matters such as dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic and if we have

been unable to address your concerns about our behaviour, you can then raise your concerns with the Solicitors Regulation Authority:

You can contact the Solicitors Regulation Authority:

- by post at The Cube, 199 Wharfside Street, Birmingham, B1 1RN
- by DX at DX 720293 BIRMINGHAM 47
- by telephone: 0370 606 2555
- by fax: 0121 616 1999

What will it cost?

We will not charge you for handling your complaint.

Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

The Legal Ombudsman service is free of charge.