

Annex A: Example complaints procedure

Below is an example of a straightforward complaints handling procedure. Please complete sections in square brackets as appropriate to your firm.

[Firm's name] **Complaints handling 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 improve our standards.

Our complaints procedure

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, [name], who will review your matter file and speak to the member of staff who acted for you.
3. [Name] will then invite you to a meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, [name] will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, [name] will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for [another partner ...or... someone unconnected with the matter at the firm ...or, for a sole practitioner: [name] to review his/her own decision ...or... insert appropriate alternative such as review by another local solicitor or mediation] to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Legal Complaints Service at Victoria Court, 8 Dormer Place, Leamington Spa, Warwickshire CV32 5AE about your complaint. Any complaint to the Legal Complaints Service must usually be made within six months of the date of our final decision on your complaint but for further information, you should contact the Legal Complaints Service (0845 608 6565 or refer to www.legalcomplaints.org.uk).

If we have to change any of the timescales above, we will let you know and explain why.