

COMPLAINTS PROCEDURE – CLIENTS INFORMATION

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need our clients to tell us about it so that we can put it right. This will help us to improve. We will not generally consider a complaint about something which happened more than 12 months ago.

Client Care Partner

The firm's client care Partner is Andrew Brooks and all complaints are dealt with by him or by one of the Senior Partners, David Lester and Richard Thornton ("Complaints Partners").

Complaints Procedure

1. In the first instance the fee-earner receiving the complaint may try to resolve it with the client but must notify his supervising Partner and one of the Complaints Partners by email immediately upon receipt of the complaint.
2. If the complaint remains unresolved twenty-one days after receipt then it will be reviewed by one of the Complaints Partners and recorded in a central register.
3. Should any further information or explanation be required we will ask the complainant for this within a further period of fourteen days.
4. The complaint (and additional information supplied, if any) will then be reviewed by one of the Complaints Partners in conjunction with the fee earner against whom the complaint is made and by reference to the complainant's file.
5. If appropriate we may suggest to the complainant that we have a meeting with a Partner to discuss and hopefully resolve the complaint.
6. If there is to be no meeting then we will write fully to the complainant setting out the firm's view and any redress that we feel appropriate ("the firm's response letter").
7. The firm's response letter will be sent (by post or email) within twenty-five working days of registration of the complaint (see paragraph 3 above) or fourteen days after any additional information or explanation is received or fourteen days after any meeting whichever is the later. If due to unforeseen circumstances the response letter cannot be sent within twenty-five working days, notice will be given in writing to the complainant together with notice of the new date the response letter will be dispatched.

8. In appropriate cases the complainant could be offered an apology, a reduction of a bill, repayment of fees or compensation.
9. If the complainant is not satisfied with the proposals set out in the firm's response letter the complainant is invited to write to Andrew Brooks and the firm's response letter will then be reviewed one of the Complaints Partners not previously involved in handling the complaint ("the final review").
10. The result of the final review will be sent to the complainant (by post or email) within twenty eight days of the date the complainant gives notice of dissatisfaction with the terms of the letter of response.
11. When writing to the complainant confirming the firm's final position and setting out the reasons for it we will:-
 - 11.1 provide the name and address of the Legal Ombudsman and explain that any referral by the complainant should be made to the Legal Ombudsman within six month from the date of the firm's final response and if it is not, the Legal Ombudsman will treat the referral as too late and will not investigate it failing which it will be regarded as time barred by the Legal Ombudsman.
 - 11.2 Provide the name and address of the Legal Ombudsman and the name and web address of an Alternative Dispute Resolution ("ADR") approved body which would be competent to deal with the complaint provided both parties choose to use ADR. We will also at that stage state whether Blythe Liggins is prepared to use that ADR approved body so that if the complainant remains dissatisfied contact can be made with the Legal Ombudsman or, if appropriate, with the approved ADR provider.