

# Complaints Policy

We value your business and do not wish you to have any reason to be unhappy with us. We are confident of providing a high quality service. It is therefore important that you raise any concerns you may have with us immediately so that we may address them and learn lessons.

## Our complaints procedure

If you are dissatisfied with service received or would like advice reviewed or if you wish to discuss or challenge a bill received, please write to the member of staff who is dealing with your matter. If that is not appropriate, or if you are still dissatisfied, you should write to the supervising partner for the practice area handling your instruction, whose name is in our original client care letter to you (or can be obtained from our reception on 0345 073 9900).

If you are still dissatisfied please contact James Holman who is Weightmans' Head of Compliance (Weightmans LLP, 100 Old Hall Street, Liverpool L3 9QJ or e-mail james.holman@weightmans.com). Please set out as clearly as you can the nature of your complaint or concern and how it has arisen. Please ensure your letter quotes Weightmans' file reference number and if you know it, the identity of your Weightmans contact.

## Upon receipt of your complaint

Within three working days of receipt of your complaint we will:

- Record your complaint in our central database
- Send you a letter acknowledging receipt
- Ask you to confirm or explain any details which are unclear and
- Let you know the name of the person who will be investigating your complaint.

If we have asked for further details, we will acknowledge those within three working days of receipt and confirm what will happen next.

## Our investigation

- 1 Within seven working days of receiving your complaint (or the further details requested), we will ask the member of staff who acted for you to comment and will review your file.
- 2 Within 10 working days of receiving your complaint (or the further details requested), we will write to you with our view of your complaint, and how to resolve it.
- 3 We may invite you to a meeting. If we meet, we will write to you within two working days of the meeting to confirm what took place and any solutions we have agreed with you.
- 4 If you are still not satisfied, you can write to us again. We will review our decision. This will happen in one of the following ways:

The person you met, or who wrote to you, will review their own decision within five working days. We will arrange for someone in the firm, who has not been involved in your complaint, to review it. They will do this within 10 working days. James Holman will review your complaint within 10 working days. We will ask our local Law Society to review your complaint. We will let you know how long this process is likely to take

or

We will invite you to agree to independent mediation. We will let you know how long this process is likely to take.

5 We will then:

Write to you confirming our final position on your complaint and explain our reasons, within five working days of the end of the review and (if appropriate) give you the name and address of the Legal Ombudsman. This communication will happen no more than eight weeks from receipt of your complaint. If you are still not satisfied, you can contact them about your complaint. Normally you will have six months to do that or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

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

