

Complaints Procedure

If you have a complaint about the services you have received or the amount of your bill, please provide our Complaints Manager, Adonis Michael at a.michael@mrblaw.co.uk with written details. As soon as your written concerns are received, Adonis Michael will try to deal with your complaint in accordance with the procedure set out below, but it may be necessary to amend the timescale in order to investigate your complaint thoroughly. If this is necessary, you will be informed.

You will be sent a letter acknowledging your complaint within 3 working days. At the same time, Adonis Michael may ask you to confirm any necessary details, or suggest a meeting to clarify your concerns.

Your complaint will be recorded in a central register and a file relating to the investigation of your complaint will be opened. This may involve one or more of the following steps:

- If your complaint relates to our Complaints Manager, it will be referred to another senior member of the practice for investigation.
 - If someone else acted for you, Adonis Michael will ask them to provide their response to your complaint.
 - Adonis Michael will examine their reply and the information in your complaint file. It may also be necessary to speak to the person who acted for you.
 - At that stage, and within 10 working days of receiving your complaint, Adonis Michael will invite you to a meeting to discuss the matter further.

If you would prefer not to meet, or if we cannot arrange a meeting with an agreeable timescale, Adonis Michael will instead write to you setting out the practice's response to your complaint, and any proposed redress (if appropriate). If a meeting takes place to discuss your complaint, Adonis Michael will write to you within 3 working days of the meeting to confirm what took place and any solutions that have been agreed.

If your complaint is upheld, the practice may: • offer an apology • offer a reduction of any bill • offer a repayment in relation to any payment already made • suggest an alternative response which meets the situation

After this process, if you remain dissatisfied, please contact Adonis Michael again, who will arrange for the practice's response to be reviewed within a further 10 working days. This may involve:

- a further review of our decision by the Complaints Manager
- a review of the decision by an unconnected senior member of the practice
- subject to your prior consent, a review of the decision by our local Law Society or another firm of solicitors. This is likely to take longer than 10 working days, in which case we will let you know the likely timescale
- an invitation to participate in an independent mediation. This again may take longer than 10 working days, in which case we will let you know the likely timescale

Adonis Michael will write to you confirming the result of any further review within 5 working days of its completion.

If you are still not satisfied with our handling of your complaint, you can ask the Legal Ombudsman to consider the complaint. The Legal Ombudsman can be contacted by post at PO Box 6806, Wolverhampton, WV1 9WJ, by phone on 0300 555 0333 or by email to enquiries@legalombudsman.org.uk. The Legal Ombudsman's website is at www.legalombudsman.org.uk.

You should complain to the Legal Ombudsman within six months of the end of our complaints process. In addition, you should be aware that the Legal Ombudsman will not accept your complaint if:

- more than six years have elapsed from the date of alleged act/omission giving rise to the complaint, or
- more than three years have elapsed from when you should have known about the complaint, or

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority 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.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority
<https://www.sra.org.uk/>