

Our Complaints Procedure

We aim to conduct your case to a high standard of professional skill and competence. Whilst we are confident that we will meet this aim, if at any time you are unhappy and consider we are not meeting the standards that you expect then please let us know immediately. We hope to handle any issues with you informally in the first instance therefore please let the person with primary conduct of your case or, if you prefer, the head of the appropriate department know of your concerns so that they can do their best to try and resolve these for you.

In the event that you remain unhappy you can make a formal complaint. If you wish to make a formal complaint you should contact John Muxworthy, a Director and the Complaints Handler at the practice, at complaints@browells.co.uk or by writing to Units 42-44, Apex Business Village, Annitsford, Cramlington, NE23 7BF.

In your correspondence please detail: -

- Your name and contact details
- Name of client (if different from yours e.g. if you are pursuing a claim on behalf of a deceased Client)
- Matter No. – of the matter you wish to complain about
- Details of your complaint

We will not respond to complaints made on social media or review websites.

What will happen next?

If, during the course of the process, we have to change any of the timescales below, we will let you know and explain why.

1. If no further information is required we will write to you to acknowledge your complaint, provide you with a copy of this Complaints Procedure and confirm what will happen next. You can expect to hear from us within three working days of receipt of your complaint.
2. If you have not detailed all of the information above when contacting us and we require any further information in order to investigate your complaint we will contact you to request this and may provide you with a Complaint Form for completion and return. Upon receipt of any further information needed your complaint will progress as in Step 1 of this process.

3. We will record your complaint in our central register and open a file for your complaint. We will do this within two working days of receiving your complaint.
4. We will then start to investigate your complaint. This may involve one or more of the following steps.
 - We will review your complaint with the member of staff who acted for you.
 - We may further review your complaint with the appropriate Department Head.
 - We will review your file
5. We will write to you with our findings following our investigation. If your complaint has been upheld, we will inform you of our proposed resolution to your complaint.

You can expect to receive our response within 21 days of our receipt of your complaint.

6. At this stage, if you are not satisfied you can contact us again to request a review providing anything further you may wish to comment upon or add to your complaint. We will then arrange to review our decision. Our final response letter confirming our final position on your complaint and explaining our reasons will then be sent to you.
7. Our final response letter will be provided within 8 weeks of our receipt of your initial complaint.

If, after receipt of our final response letter you remain dissatisfied then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates problems about poor service from lawyers.

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

- Within **six months** of receiving a final response to your complaint.
- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should have realised that there was cause for complaint;

If you would like more information about the Legal Ombudsman please contact them:

Contact details:

Visit www.legalombudsman.org.uk

Call 0300 555 0333 between 10am to 4pm.

Relay UK: 18001 0300 555 0333

Email enquiries@legalombudsman.org.uk

Legal Ombudsman PO BOX 6167, Slough, SL1 0EH