Bennett Smith Solicitors

Complaint Handling Policy

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.

If you have a complaint, please contact us with the details if you have not done so already. Your complaint will be dealt with in accordance with the procedure set out below fairly and free of charge. We have eight weeks to consider your complaint. If we have not resolved it within this time, you may complain to the Legal Ombudsman.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.

2. We will then investigate your complaint. This will normally involve passing your complaint to our Director, Adrian Altman, who will review your matter file and speak to the member of staff who acted for you.

3. He will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.

4. Within three days of the meeting, he will write to you to confirm what took place and any solutions he has agreed with you.

5. If you do not want a meeting or it is not possible, he will send you a detailed written reply to your complaint, including his 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 someone unconnected with the matter at the firm to review her 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 contact the Legal Ombudsman. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned, or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

   The Legal Ombudsman's contact details are:-

   Telephone: 0300 555 0333 Minicom: 0300 555 1777

   Website: www.legalombudsman.org.uk

   Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

9. Alternative complaint bodies such as Pro Mediate UK Limited (www.promediate.co.uk) exist which are competent to deal with complaints about legal services should both you and our Firm wish to use such a scheme. We agree to use such a scheme.

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