

## How We Handle Client Complaints



### What matters to you, matters to us

We always aim to provide the highest quality service to all our clients but recognise that problems can sometimes arise. When that happens we want to put these right where possible, and to take the opportunity to learn from them so we can improve the quality of our service.

### If you have a concern

Please contact either the Bevan Brittan Partner advising on your matter or your Client Relationship Partner. You can find his/her contact details in the engagement letter which we have provided to you, but otherwise please speak to your normal Bevan Brittan contact. Please provide as much information as possible about the nature of your concerns and any documents or other information which you want to rely on.

### What happens next

We will acknowledge your complaint promptly and, if appropriate, check with you that we have properly understood the basis for your complaint.

We aim to resolve complaints within 8 weeks of receiving them, but this timetable may sometimes need to be extended, for example if we need to ask you for additional information or documents.

### What we will do

This will depend on the nature of the problem, but if you are complaining about the quality of the work we have done for you, we would normally appoint an Investigating Partner to consider the grounds of your complaint.

The Investigating Partner will normally be independent (in other words, will not have had any prior involvement in the

matter being complained about), and will have relevant expertise in the area of law involved with your work. If this is not possible we will let you know.

When handling complaints, we will normally provide written acknowledgements and responses by email or letter. If these methods of communication are not appropriate in your particular case, then please let us know and we will discuss a mutually acceptable way for us to communicate. At the conclusion of the investigation, we will provide you with a final response in writing. This will include an appropriate remedy if your complaint is upheld.

As you would expect, we will not charge you for the time spent in investigating or responding to your complaint.

### What steps can you take if you are not happy with our response?

If you are not happy with the outcome you may be able to refer the matter to the independent Legal Ombudsman (LeO). You should do so as soon as possible and in any event **within six months** of our final communication to you about your complaint. The LeO's website is [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) and contains useful information including the criteria for accepting a complaint (broadly, only from individuals and small businesses, charities and similar organisations) and time limits - LeO will accept a complaint six years from the date of the act or omission or three years from when you should have known about the complaint provided that date is not before **6 October 2010**. The LeO's postal address is: **PO Box 6806, Wolverhampton, WV1 9WJ** and the telephone number is **0300 555 0333**. Email enquiries should be sent to [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Alternative complaints bodies (such as ProMediate) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.