

CLIENT CARE PROCEDURE

Our Complaints Policy

We are committed to providing a high-level legal service to all our clients. When something goes wrong we need you to tell us about it. This will help to improve our standards.

Our Complaints Procedure

If you have a complaint, please contact Mr Tim Brooke, our Client Care Director. You can write to him at 15 Victoria Street, Nottingham, NG1 2JZ, contact him by telephone on 0115 851 1666 or on email at law@massers.co.uk. There are no costs associated with investigating a complaint.

What will happen next?

We will send to you a letter acknowledging your complaint and may ask you to confirm or explain the details set out. We will also advise you of the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2 working days of us receiving your complaint.

We will record your complaint in our central register and open a file for your complaint. We will do this within 5 working days of receiving your complaint.

We will then start to investigate your complaint. This may involve one or more of the following steps:

- We may ask the member of staff who acted for you to provide a written report to your complaint within 10 working days.
- We may examine the report and the information in your file. We may then ask the member of staff for more information. This will take up to 5 working days from receiving their written report.
- We may invite you to the office for a meeting to discuss and hopefully resolve your complaint with the fee earner running your file, if this is what you would prefer.

We will write to you outlining our response to your complaint within 15 working days of receipt.

If you are not satisfied with the response you can write to us again within 28 days. We will then arrange to review our decision. This will happen in one of the following ways:

- The person who handled the complaint will review the response within 5 working days.
- We will arrange for someone in the firm who has not been involved in your complaint to carry out the review. They will do this within 10 working days.

We will tell you how we intend to carry out the review within 5 working days of receiving your request and we will let you know the results of the review within 5 working days of its completion.

If we have to change any of the timescales above e.g. due to annual leave, sickness absence etc., we will let you know and explain why.

MASSERS

You have the right to complain to the Legal Ombudsman at the end of our firm's Complaints Procedure if your complaint remains unresolved.

Normally you will need to bring a complaint to the Legal Ombudsman within 6 months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within 3 years of when you should reasonably have been aware of it).

Their contact details are:

Website: www.legalombudsman.org.uk
Telephone No: 0300 555 0333
E-mail enquiries at: enquiries@legalombudsman.org.uk
Correspondence: Legal Ombudsman, P/o Box 6806, Wolverhampton, WV1 9WJ

If your complaint relates to a bill, there may also be a right to object to the bill by applying to the Court for an assessment of the bill under Part III of the Solicitors Act 1974. Please be aware that the Legal Ombudsman may not deal with the complaint about the bill if you have applied to the Court for an assessment of that bill and that if all or part of the bill remains unpaid, the firm may be entitled to charge interest.