

## **COMPLAINTS**

### **OUR CLIENT CARE PROCEDURE**

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 to improve our standards and the service we provide.

If at any point you become unhappy or concerned about the service we have provided then you should contact us as soon as possible so we can do our best to resolve the problem. In the first instance please mention any issues to the person who is working on your case as they may be able to quickly reassure you or explain any concerns or misunderstandings. If you have already done this without success or you feel it is not appropriate in the circumstances then we have a complaints procedure as detailed below.

#### **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, by telephone on 0115 851 1666 or by email to [law@massers.co.uk](mailto:law@massers.co.uk). Please be reassured that there are no costs for you to pay associated with making a complaint.

#### **What will happen next?**

We will send to you a letter acknowledging your complaint and may ask you for more information or to explain the details you have set out if there is any uncertainty.

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 promptly and thoroughly investigate all complaints. The investigation will be carried out by a suitably qualified person who usually will not have had any direct involvement in the case giving rise to the complaint.

We will write to you with 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 of the date of our response and ask us to review our decision. We will then arrange to do this promptly and we will write to you with our response to the review within 15 working days. This is the final step in our internal complaints procedure.

If we have to change any of the timescales above due to annual leave, sickness absence or some other good reason we will let you know and explain why. We aim to resolve all complaints within 8 weeks of receiving the complaint.

## LEGAL OMBUDSMAN

If we have been unable to settle your complaint using our internal complaints procedure you then have the right to complain to the Legal Ombudsman. They will look at your complaint independently.

Normally you will need to bring a complaint to the Legal Ombudsman within 6 months of receiving our final written response to your complaint and within six years of the problem occurring or within 3 years from when you found out about the problem.

Their contact details are:

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
Telephone No: 0300 555 0333  
E-mail enquiries at: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Correspondence: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

## ALTERNATIVE COMPLAINTS BODIES

There are some alternative complaints bodies (such as Pro-mediate) which are competent to deal with complaints about legal services if we both agreed to use this type of scheme. <https://www.tradingstandards.uk/consumers/adr-approved-bodies>

However, we believe the Legal Ombudsman's scheme is the most suitable so we would not agree to use another complaints body

## ONLINE CONTRACTS

If we are unable to resolve your complaint and it relates to a contract we entered into online or by other electronic means, you may also be able to submit your complaint to an approved Alternative Dispute Resolution (ADR) provider in the UK via the EU 'ODR platform'

The ODR platform is an interactive website for consumers and traders who wish to resolve disputes relating to online contracts for goods or services.

The website address for the ODR platform is <http://ec.europa.eu/odr>

## SOLICITORS REGULATION AUTHORITY

The Solicitors Regulation Authority can also 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 another characteristic. In these cases contact details for the Solicitors Regulation Authority are:

Website: [www.sra.org.uk](http://www.sra.org.uk)  
Telephone No 03706062555  
Email [report@sra.org.uk](mailto:report@sra.org.uk)  
Correspondence The Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN