



COMPLAINTS

It is our intention to provide an excellent service and we hope you will not have cause to complain about the service that you receive. In the unfortunate event that you do feel frustrated or dissatisfied with any aspect of our service and you feel that you cannot resolve the matter directly with the lawyer dealing with your case please put your complaint in writing and send it marked for the attention of Sanjeev Verma, the Complaints Officer of the firm at sverma@maddoxlegal.co.uk who will attempt to resolve the issues that you raise. The Client Care Partner of the firm is Mark Archer, marcher@maddoxlegal.co.uk

You may also contact the Complaints Officer and the Client Care Partner at our office address, as follows:

Maddox Legal
Octagon Point
5 Cheapside
London
EC2V 6AA

T: 020 3709 2815

What will happen next?

1. Mark Archer will send you a letter acknowledging receipt of your complaint, enclosing a copy of this policy and letting you know the name of the person who will be dealing with your complaint. We aim to do this within 7 days of receiving your complaint. We may need to ask you for further information before we are able to begin fully investigating your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will then investigate and formally respond to your complaint.
3. Where appropriate, we may invite you to a meeting to discuss, and hopefully resolve, your complaint. Following any such meeting we will write to you within 14 days to confirm what took place and any solutions agreed at the meeting.
4. If you do not want a meeting or it is not possible/appropriate, we will send you a detailed reply to your complaint, including any suggestions for resolving the matter. We aim to do this within 21 days of acknowledging your letter. However, if the complaint is of a more complex nature, we will require more time, but we will let you know when you will receive a full response.
5. If you still remain unsatisfied, you should write to Mark Archer again within 5 weeks of us sending you our detailed reply and we will arrange for your complaint to be reviewed by a different person. Following that review we will write to you confirming our final position on your complaint and explaining our reasons. We aim to do this within 14 days of receiving your request for a review.
6. If you do not respond to any correspondence we send you within 2 months of us sending it to you, then that correspondence shall stand as our final written response to your complaint.

What to do if we cannot resolve your complaint

If, after having exhausted our complaints procedure you continue to remain dissatisfied with our handling of your matter, you can refer your complaint to the Legal Ombudsman

Before accepting a complaint for investigation, the Legal ombudsman will check that you have attempted to resolve your complaint with us first. If the Legal ombudsman is satisfied that the firm's proposals for resolving a complaint are reasonable, it may decline to investigate further. You will have to bring a complaint to the Legal Ombudsman:

- within six months of receiving a final written response from us about your complaint
- and
- within 1 year of the date of the act or omission about which you are concerned or within 1 year of you realising there was a concern.

The Legal Ombudsman had discretion to accept out-of-time complaints in circumstances where it deems it fair and reasonable to do so.

If you would like more information about the Legal Ombudsman and their procedures, please contact them directly at:

Legal Ombudsman

PO Box 6806
Wolverhampton
WV1 9WJ

Telephone: 0300 555 0333;

Website: www.legalombudsman.org.uk; email enquiries@legalombudsman.org.uk).

Complaints to the Solicitors Regulation Authority

The Solicitors Regulation Authority can help you 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 other characteristic. Should you wish, you can raise your concerns with the Solicitors Regulation Authority, whose contact details are as follows:

The Cube
199 Wharfside Street
Birmingham
B1 1RN

DX 720293 BIRMINGHAM 47

Telephone: 0370 606 2555 Website: (SRA | Reporting an individual or firm | Solicitors Regulation Authority) Email: contactcentre@sra.org.uk

Alternative Dispute Resolution Schemes

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

However, we don't currently agree to use this Alternative Dispute Resolution service in view of the availability of the independent Legal Ombudsman Service established under the Legal Services Act 2007. We are bound by our Regulatory Code to comply with the Legal Ombudsman.