

Complaints Policy

We value your business and do not wish you to have any reason to be unhappy with us. We are confident of providing a high-quality service. It is therefore important that you raise any concerns you may have with us immediately so that we may address them and learn lessons.

Our complaints procedure

If you are dissatisfied with service received or would like advice reviewed or if you wish to discuss or challenge a bill received, please write to the member of staff who is dealing with your matter. If that is not appropriate, or if you are still dissatisfied, you should write to the supervising partner for the practice area handling your instruction, whose name is in our original client care letter to you (or can be obtained from our reception on 0345 073 9900).

If you are still dissatisfied, please contact James Holman who is Weightmans' General Counsel (Weightmans LLP, 100 Old Hall Street, Liverpool L3 9QJ or e-mail james.holman@weightmans.com). Please set out as clearly as you can the nature of your complaint or concern and how it has arisen. Please ensure your letter quotes Weightmans' file reference number and if you know it, the identity of your Weightmans contact.

Upon receipt of your complaint

Within five working days of receipt of your complaint we will:

- Record your complaint in our central database
- Send you a letter or email acknowledging receipt
- Ask you to confirm or explain any details which are unclear or request further information or documents from you. We will ask you to provide these details/information/documents within a specific time period.

Our investigation

- 1 If we have asked for further details, information or documents, we will acknowledge those within five working days of receipt.
- 2 We will investigate your complaint. This will generally involve:
 - Reviewing the complaint;
 - Reviewing the file(s) and any other relevant documents; and
 - Discussing matters with the member of staff who dealt with your matter.



- 3 We may provide you with progress updates on your complaint where appropriate.
- 4 We may deem it necessary to invite you to a meeting. This meeting may be face to face, video call, or by telephone. If we meet, we will write to you within five working days of the meeting to confirm what took place and any solutions we have agreed with you.
- 5 Following our investigation, we will write to you with our view of your complaint, and how to resolve it. We endeavour to do this within eight (8) weeks of receiving your complaint, as the Legal Ombudsman (**LeO**) will accept your complaint after eight (8) weeks has elapsed from our receipt of your complaint.
- 6 If we require additional time to deal with your complaint, we will notify you as soon as possible, giving reasons as to why we are unable to comply with the relevant time limit set out in this policy.
- 7 If you are still not satisfied, you can write to us again. A solicitor other than the person you met, or who wrote to you, will review the decision to ensure that due process under this policy and LeO guidance was followed.

We will then write to you confirming our final position on your complaint and to explain our reasons, within five working days of the end of the review.

- 8 If we cannot resolve your complaint:
 - LeO can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case. Before accepting a complaint for investigation, LeO will check that you have tried to resolve your complaint with us first. They allow us eight (8) weeks in which to respond to your complaint.
 - You must take your complaint to LeO within six months of receiving our final response to our complaint **and** no more than one year from the date of act or omission being complained about or; one year from when you should reasonably have known there was cause for complaint. You can find details of the LeO at www.legalombudsman.org.uk or by calling 0300 555 0333 or emailing enquiries@legalombudsman.org.uk The postal address for LeO is Legal Ombudsman PO Box 6167, Slough, SL1 0EH. The LeO service is free of charge.
 - You can raise your concerns with the Solicitors Regulation Authority (**SRA**). The SRA 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. You can find details of the SRA at www.sra.org.uk or by calling 0370 606 2555 or by emailing contactcentre@sra.org.uk The postal address for the SRA is The Cube, 199 Wharfside Street, Birmingham, B1 1RN.
 - You may apply to the courts for an assessment of a disputed bill under Part III of the Solicitors Act 1974, note however, that LeO may not consider a complaint about a bill if you have applied to the court for assessment of the bill.

Weightmans LLP
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