

If you have a complaint about our service

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we provide, then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance please contact Jill Kelly on jkelly@employmentlawplus.com to discuss your complaint informally and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, then you can read our full complaints procedure in the schedule at the end of this document. Making a complaint will not affect how we handle your case.

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.

You can raise your concerns with the Solicitors Regulation Authority visit:
<https://www.sra.org.uk/consumers/problems/report-solicitor.page>

What do to if we cannot resolve your complaint

The Legal Ombudsman can help certain categories of our clients 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.

These are the categories of clients who the Legal Ombudsman will help:

- individuals
- micro-enterprises ie enterprises which employ fewer than 10 persons (including owner managers and partners engaged in regular activity; part time staff are counted as a fraction of 1) and whose annual turnover or annual balance sheet total does not exceed 2 million euro
- a charity with an annual income net of tax of less than £1 million
- a club, association or organisation, the affairs of which are managed by its members or a committee or committees of its members, with an annual income net of tax of less than £1 million
- a trustee of a trust with an asset value of less than £1 million
- a personal representative of an estate of a person
- a [residuary] beneficiary of an estate of a person

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them as follows:

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

Schedule

Our formal complaints handling procedure

We will first try to handle any complaints informally with the client. If this is not possible, the client will be asked to put details of their complaint formally in writing.

Complaints will be handled by Jill Kelly.

We will seek to accommodate any special needs which a client has in handling a complaint so far as is reasonable for us to do so, for example, in the case of a client with a disability.

The client will be asked to provide full details of the complaint in writing with any supporting documents. They will be asked what outcome they are looking for. We will inform them that we will provide a substantive response within one month or, if this is not possible, explain why and when a response can be expected. We aim to deal with all complaints within eight weeks unless there are special circumstances which mean this is not possible. We will inform them how the complaint will be handled and by whom.

Jill will properly investigate the circumstances leading to the complaint. She will objectively consider the issues and evidence. She will respond in writing after, if appropriate, first speaking to client on the phone or in a meeting. She will provide a clear and honest explanation for the decision, based on the evidence. If any system changes are made as a result of the complaint, we will inform the client of this.

A substantive response will be sent within one month unless this is impracticable in the circumstances. In the response, the client will be informed of their right to complain to the Legal Ombudsman, if appropriate. The client will be warned that the complaint must reach the Ombudsman within six months of our written response. We will inform the client of how to contact the Legal Ombudsman (or remind them of previous information provided on this.)

If the complaint is about the level of fees, we will remind the client of their entitlement to apply for an assessment of their solicitor's costs under section 70 of the Solicitors Act 1974. We will tell them that we won't be issuing this application for them; they will need to do it themselves, and therefore they may wish to seek independent legal advice.

We will tell them in writing that this is the end of the complaints procedure. We will aim to communicate with the client in a clear and understandable way.

If appropriate, we will provide proportionate redress.

The client will not be charged for the cost of handling the complaint.

A log of the complaint (including informal complaints) will be made in the complaints log. The log will be reviewed 6 monthly and any remedial action taken.

We will keep a full record of the way in which the complaint was handled containing all the relevant information in an organised fashion and in a form which can easily be copied to the Legal Ombudsman if required.

This procedure does not have any contractual force.