

ROWE SPARKES PARTNERSHIP COMPLAINTS HANDLING PROCEDURE

OUR COMPLAINTS POLICY

You may have asked for our complaints procedure or you may be receiving this because you have experienced a problem with our service. If you have experienced a problem, thank you for bringing your concerns to our attention. We will do our best to address any dissatisfaction that you have experienced in using the services of this firm. Our primary objective is to put things right.

We are committed to providing you with the very best legal service but we recognise that, on occasion, things may go wrong. We can assure you that we take your complaint very seriously and have a set procedure which we will follow when considering your complaint.

OUR COMPLAINTS PROCEDURE

You have been given this procedure since you have either made a complaint to the fee-earner in charge of your matter or direct to the complaints handling manager, Tim Sparkes.

WHAT WILL HAPPEN NEXT?

1. We are taking steps to investigate your complaint. This will involve our complaints handling manager reviewing your file and speaking to any members of staff involved with your matter or mentioned in your complaint. The timescales for the investigation will be as follows:

Action	Timescale
<i>Acknowledge the complaint in writing and send a copy of the complaints procedure</i>	<i>Within 5 working days</i>
<i>If the complaints handling manager needs more information from you, invite you to a meeting or discuss the issues by telephone</i>	<i>+ 2 working days</i>
<i>If there has been a meeting or telephone discussion, confirm the outcome of the meeting or discussion in writing</i>	<i>+ 3 working days</i>
<i>Investigate the issues</i>	<i>+ 3 weeks</i>
<i>Review and close the complaint</i>	<i>Within 8 weeks of receiving the complaint</i>

2. At this stage, if you are still not satisfied, you can request a review of the decision made in relation to your complaint. This review will be carried out by a director of the firm, who has not previously been involved with the complaint.

3. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons
4. If you are still not satisfied, you can contact the Legal Ombudsman at: PO Box 6806, Wolverhampton, WV1 9WJ, or by calling 0300 555 0333, or by emailing enquiries@legalombudsman.org.uk about your complaint. Before you make a complaint to the Legal Ombudsman it is a requirement that you have raised your complaint with us first and we have had 8 weeks to deal with your complaint. If you are not satisfied with our reply after the 8 weeks has expired, you can complain to the Legal Ombudsman. The time limit for taking your complaint to the Legal Ombudsman is 6 months from the date when you received your final written response from us, or within 12 months from when the problem occurred, or from when you should have become aware of the problem. If you complain to the Legal Ombudsman after 12 months, it is possible they may refuse to look at your complaint. For further information you should contact the Legal Ombudsman or refer to their website at www.legalombudsman.org.uk

If we have to change any of the timescales above, we will let you know and explain why.