

T | 01522 712352  
F | 01522 300177  
E | [info@fletcherlongstaff.com](mailto:info@fletcherlongstaff.com)  
W | [www.fletcherlongstaff.com](http://www.fletcherlongstaff.com)  
A | The Regatta Building, Henley Way, Lincoln LN6 3QR



## Complaints Procedure

### Our complaints policy & 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 us to improve our standards.

### What is a complaint?

A report by a client that their expectations of what they consider to be a good service have not been met.

### Making a complaint

You can register a complaint with the person dealing with Tom Hansen, the Head of Legal Practice, details of which are given in your initial Client Care Letter.

In the first instance, we'd prefer if you write to us with full details of your complaint so that we have a good understanding of the issues being highlighted.

Tom Hansen can be contacted at:  
Email: [tom.hansen@fletcherlongstaff.com](mailto:tom.hansen@fletcherlongstaff.com)  
Phone: 01522 712352  
Address: The Regatta, Henley Way, Lincoln, LN6 3QR

### Investigating the complaint

1. We will acknowledge the complaint within seven days which allows for any postal delays and notify you who will be handling your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will conduct a full investigation and an independent review of the matter.
3. We aim to respond in full within 7 days of receipt of your initial complaint. However, if the complaint is of a more complex nature we will require more time.

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4. If this is the case then, within 7 days of receipt of the complaint, we shall acknowledge receipt, outline the reason for the delay and commit to responding fully within 28 days of the initial complaint.
5. We will reply to you, in writing, to tell you of our views on the complaint and how we propose to resolve it, hopefully to your satisfaction – including appropriate redress – this could include a reduction in fees if appropriate, compensation or a gesture of goodwill.
6. If still unresolved at this stage, you may take the complaint to the Legal Ombudsman or, in accordance with the Alternative Dispute Resolution Regulations to an Alternative Dispute Resolution (ADR) Scheme Provider. We will issue a final letter advising you of this.

### **Legal Ombudsman**

The Legal Ombudsman is the independent body established by the Office for Legal Complaints under the Legal Services Act 2007 to deal with complaints against Solicitors and Licenced Conveyancers.

The Legal Ombudsman may:

- Investigate the quality of professional service supplied by a solicitor to a client.
- Investigate allegations that a solicitor has breached rules of professional conduct.
- Investigate allegations that a solicitor has unreasonably refused to supply a professional service to a prospective client
- Investigate allegations that a solicitor has persistently or unreasonably offered a professional service that the client does not want

### **Complaints procedure**

Before it will consider a complaint the Legal Ombudsman generally requires that the firm's internal Complaints Procedure (outlined above) has been exhausted. If the Legal Ombudsman is satisfied that the firm's proposals for resolving a complaint are reasonable, it may decline to investigate further. If we have not responded to your initial complaint to your satisfaction within 8 weeks, you are able to bring your complaint to the Legal Ombudsman.

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The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you. The Legal Ombudsman's address and contact details are:

PO Box 6806, Wolverhampton, WV1 9WJ; telephone, 0300 555 0333; website, [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk); or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

### **The Council For Licensed Conveyancers**

Council for Licensed Conveyancers 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 Council for Licensed Conveyancers.

### **Alternative Dispute Resolution schemes**

Alternative complaints bodies (such as Ombudsman Services [www.ombudsman-services.org/](http://www.ombudsman-services.org/)) exist which are competent to deal with complaints about legal services should both you and our 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.

### **Contracts entered into online**

If we are unable to resolve your complaint which relates to a contract entered into online, you may contact the Online Dispute Resolution providers by accessing the following link <http://ec.europa.eu/consumers/odr>