

COMPLAINTS LEAFLET



We want to give you the best possible service and are committed to providing a high quality legal service. However, if at any point you become unhappy or concerned about the service we have provided, then you should inform us immediately so that we can do our best to resolve the situation.

How do I make a complaint?

In the first instance you should raise the complaint with the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage.

If they are unable to resolve your complaint to your satisfaction then you can contact our Complaints Partner, Andrew Linton, in writing.

Contact details

Wellington Gate, 7-9 Church Road, Tunbridge Wells, Kent TN1 1HT

Call: 01892 510222 between 9 am to 5 pm

Email: alinton@bussmurton.co.uk

To help us to understand your complaint, and in order that we do not miss anything, please tell us:

- your full name and contact details;
- what you think we have got wrong;
- what you hope to achieve as a result of your complaint; and
- your file reference number (if you have it).

If you require any help in making your complaint we will try to help you.

How will you deal with my complaint?

We will record your complaint centrally and will write to you within three working days to acknowledge your complaint. We will also enclose a copy of this policy for your records.

We will then investigate your complaint, which will usually involve:

- reviewing your complaint;
- reviewing your file(s) and other relevant documents, and
- speaking with the person who dealt with your matter.

We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.

We will update you on the progress of your complaint at appropriate times.

We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement.

Concerns about our behaviour

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.

What if I am not satisfied with the outcome?

The Legal Ombudsman can help 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, 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.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9 am to 5 pm

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

What will it cost?

We will not charge you for handling your complaint.

Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

The Legal Ombudsman service is free of charge.