



INGRAMS SOLICITORS' COMPLAINTS PROCEDURE

Our complaints policy

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.

Our complaints procedure

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Designated Complaints handler, Julie Densley, who will review your matter/file and speak to the member of staff who acted for you.
3. Mrs Densley will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting Mrs Densley will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, Mrs Densley will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage if you are still not satisfied your complaint will be referred to Kellie Noble for her to review the decision.
7. We will write within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

(If you need this information or our correspondence in another language, in large print, Braille or on audio CD please contact us in this regard.)

If you are still not satisfied following the conclusion of our complaints process, you can then contact the Legal Ombudsman about your complaint at:

PO Box 6806
Wolverhampton
WV1 9WJ
Telephone: 0300 555 0333 or 0121 245 3050
Email: enquiries@legalombudsman.org.uk



The Legal Ombudsman has time limits for dealing with complaints. You should contact them within:

- 12 months of your last contact with us following a complaint; or
- 3 years from when you realised there was a concern; or
- 6 years from the occurrence of the act/omission that is the subject of the complaint.

Please note that the service provided by the Legal Ombudsman is only available to members of the public, very small businesses, charities, clubs and trusts. For further information, you should contact the Legal Ombudsman (contact details above).

You may also apply to the court for an assessment of any bill of costs that we submit to you under Part III of the Solicitors Act 1974.

We would like to advise however that if all or part of a bill remains unpaid the firm may be entitled to charge interest. We confirm that the Legal Ombudsman may not deal with a complaint about a bill if you have applied to the court for assessment of that bill.

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