

APPENDIX 7C

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 client care partner, Paul Stott, who will review your matter/file and speak to the member of staff who acted for you.
3. Mr Stott will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting Mr Stott will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Mr Stott will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage if you are still not satisfied Dianna Bamforth is another partner in the firm and we will arrange 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, you can then contact the Legal Ombudsman at PO Box 15870, Birmingham, B30 9EB about your complaint. The Legal Ombudsman has time limits for dealing with complaints. You should contact them within 6 months of your last

contact with us. Overall you should complain to us (or to the Legal Ombudsman) within a year of when you realised there was a concern. Please however note that the service provided by the Legal Ombudsman is only available to members of the public, very small businesses, charities, clubs and trusts. Additionally the Legal Ombudsman may not deal with a complaint about a bill if you have applied to the court for assessment of that bill. For further information, we advise that you contact the Legal Ombudsman (0300 555 0333 or refer to www.legalombudsman.org.uk).

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

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