



*We are committed to maintaining the highest professional standards and providing a high-quality legal service to all our clients. A complaint can show us how to do better. If something goes wrong, we want to know about it and put it right as quickly as we can.*

## Our Complaints Procedure

The aim of our formal complaints procedure is to resolve a problem to the satisfaction of the person making the complaint. If at any point you become unhappy with the service we provide to you, then please inform us immediately so that we can do our best to resolve the problem for you.

Our complaints manager is Paul Airey. You can contact him:

- By post at: 24 Spencer Street, Carlisle, Cumbria CA1 1 BG
- By telephone on 01228 829530; or
- By email at: paul.airey@cumbriafamilylaw.co.uk

If you have special requirements, which you would like us to take into account due to language or disability, please let us know.

## Timetable

We aim to deal with complaints according to the following timetable:

- We will acknowledge the complaint in writing and send a copy of our complaints procedure within 5 working days and invite you to meet with the Complaints Manager in person or to discuss the issues by telephone.
- We will Investigate your complaint. This will normally involve passing your complaint to our complaints manager, who will review your matter file and speak to the person who acted for you.
- You will be sent a detailed written reply, including suggestions for resolving the matter if appropriate, within 10 working days of sending you the acknowledgement letter.
- On receipt of our letter, if you wish to discuss the matter in a meeting, please let us know and we will make the necessary arrangements within the next 7 days.
- If you do not want a meeting, or it is not possible and if you are still not satisfied, you should contact us again and we will arrange for another Director within the firm to review the decision.
- We will write to you within 10 working days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons.
- Review and close the complaint within 8 weeks of receiving the complaint.

We may need to vary the above timetable due to circumstances beyond our control. In this event, we will keep you informed.

## What happens next?

If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers. The Legal Ombudsman's contact details are:

- Telephone: 0300 555 0333 Minicom: 0300 555 1777
- Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- Post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.



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.

### **Complaints in relation to bills**

The procedure above also applies to complaints arising concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; The Legal Ombudsman may not consider a complaint about a bill if you have applied to the Court for assessment of that bill.

### **Raising concerns with our regulator**

The Solicitors Regulation Authority (SRA) 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 find information about raising your concerns with the SRA at [www.sra.org.uk](http://www.sra.org.uk) in the 'For the public' section.