

Barrow & Cook Complaints Procedure

for clients, suppliers and third parties

This information is to enable you to make a complaint and it is hoped that if you follow the procedure below a satisfactory outcome can be obtained.

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service, we provide then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues.

If you would like to make a formal complaint, then our full complaints procedure is outlined below. Making a complaint will not affect how we handle your case.

Please note: all formal complaints must be made in writing – we will not accept any complaints by telephone or verbally on meetings originally arranged for other matters.

Step 1

Please put your complaint in writing addressing it to the Senior Director and setting out –

- a. The person against whom the complaint is made; and
- b. The nature of the complaint; and
- c. If you are able to do so at this stage, your views on how you would like the complaint to be resolved.

Step 2

We will acknowledge receipt of your complaint within 7 days of receiving it. The acknowledgement will be in writing and will set out a timescale for replying to your complaint.

You will appreciate that depending upon the nature of the complaint and the complexity of the matter, some complaints will take longer than others to investigate. It is our intention to respond to straightforward complaints within 14 days and more complicated complaints within 28 days.

Step 3

Within the above timescales, we will respond in detail to your complaint in writing indicating whether we accept all of your complaint, part of your complaint or none of it, and giving reasons for our decision. At that stage we may also, if appropriate, state how we wish to settle your complaint or we may suggest a meeting with you to discuss matters further.

Step 4

If you accept the outcome of our investigations then that will be an end to the matter and the complaint will be closed. If you do not accept the outcome you can request a meeting with the Senior Director for further discussions.

Step 5

We will hold a meeting between the Senior Director and yourself at which hopefully we could reach an amicable agreement. If we do then we will confirm the agreement with you in writing and take such action as was agreed to settle the complaint. That would then be an end to the matter and we would close our complaint file.

Step 6

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you 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 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help 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.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority.

www.sra.org.uk