

RACHEL SEBASTIAN & CO. SOLICITORS

Complaints Handling Policy Information for clients

We are committed to providing a high-quality legal service. When something goes wrong, we need you to tell us about it. This will help improve our standards. Whenever possible, please raise any initial client care problems with the person acting on your case to give them the opportunity of resolving matters with you. Often, matters can be quickly resolved in this way. If you are unhappy about any aspect of the service you have received, or about the bill, please contact Mrs Rachel Sebastian on 0191 2365308, by email on info@rslegal.co.uk or by post to our office at 29a Princes Road, Gosforth, Newcastle upon Tyne, NE3 5TT. Making a complaint will not affect how we handle your case.

What will happen next?

1. We will acknowledge your complaint and explain to you what we will then do and when.
2. We will investigate your complaint. This will normally involve passing your complaint to our Mrs Rachel Sebastian, who will either review your matter file and speak to the member of staff who acted for you, or ask a suitable member of staff to investigate the complaint.
3. You will then be provided with a detailed written reply to your complaint, including suggestions for resolving the matter, within 8 weeks of receiving your complaint.
4. Alternatively, you will be invited to a meeting to discuss and hopefully resolve your complaint within 4 weeks of sending you the acknowledgement letter. Within seven days of that meeting we will write to you to confirm what took place and any solutions that have agreed with you.
5. At this stage, if you are still not satisfied and you wish us to review our decision, you should contact us again, and say why disagree with our decision and what you would wish us to reconsider.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If we have to change any of the above timescales, we will let you know and explain why.

The Legal Ombudsman

If you are still not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. We would hope that this does not become necessary and that we can resolve matters between ourselves.

Contact details are as follows:

PO Box 6806 Wolverhampton WV1 9WJ

Tel: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

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. We would hope that this does not become necessary and that we can resolve matters between ourselves.

Complaints in relation to bills

The complaints procedure also includes 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; and that if all, or part, of a bill remains unpaid, the firm may be entitled to charge interest.

Complaints to SRA

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 if you believe we have been dishonest, 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 on the SRA website at www.sra.org.uk/consumers/problems/report-solicitor/