

## Sherrards Solicitors LLP Complaints Handling Policy

### 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.

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 working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Complaints Handler, Samantha Orsborne who will review your matter file and speak to the member of staff who acted for you. Your complaint will also be overseen by the firm's Client Care Partner, Alasdair McMillin.
3. If appropriate for ongoing matters we will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of that meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
5. If you would prefer not to have a meeting or it is not possible or appropriate, Miss Orsborne will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another Partner to review the decision.
7. 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.
8. We have 8 weeks within which to deal with your complaint after which, if you remain dissatisfied, you can take your complaint to the Legal Ombudsman. Only members of the public, small businesses, charities, trusts and clubs can use the Legal Ombudsman service. The Legal Ombudsman can also only investigate complaints up to 6 years from the date of the problem arising or within 3 years of you discovering the problem. The problem must have arisen after 6 October 2010 or you must not have been aware of it before that date.
9. The Legal Ombudsman can be contacted at PO Box 6806, Wolverhampton WV1 9WJ; email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk); telephone 0300 555 0333 and for more information visit the website at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

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