

Sherrards Solicitors LLP – Client Complaints Policy

Our complaints policy

Sherrards is 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. Whenever possible, please raise any initial client care problems with the person acting on your behalf to give them the opportunity of resolving matters with you. Often matters can be quickly resolved in this way.

Our complaints procedure

If you have a concern or a complaint that has not been dealt with to your satisfaction by the person handling your matter, including with regard to the handling of your personal information (a data protection complaint), please contact our designated complaints handler as soon as you are aware of the problem so that this can be addressed: Samantha Orsborne e: samantha.orsborne@sherrards.com.

Your service complaint will also be overseen by the firm's client care partner, Alasdair McMillin or for a data protection complaint by the firm's Data Protection Officer, Jean-Paul da Costa.

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. Should you require a copy of the procedure in a different format please let us know as soon as possible.
2. We will then investigate your complaint. Samantha Orsborne will review your matter file and speak to the member of staff who acted for you.
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 a 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. If you are still not satisfied, you can ask the Legal Ombudsman to consider your complaint. We hope that this does not become necessary and that we can resolve matters between ourselves but in the event that this is not possible, please see below:

The Legal Ombudsman's contact details are:

Address: PO Box 6167, Slough, SL1 0EH

Telephone: 0300 555 0333 – 8:30am to 5:30pm

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Normally you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint and within the following timescales:

As from 1 April 2023, the time for bringing a complaint is one year from the date of the act, or from when you should have realised there was an issue.

In relation to a data protection complaint, if you are unhappy with the outcome, you have the right to complain to the Information Commissioner, whose contact details are:

Website: <https://ico.org.uk/>

The ICO can only deal with complaints about data protection.

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