

Simply Legal Complaints Policy

Our Policy

We are committed to providing a high-quality legal service to all our clients.

We understand that being involved in any legal process can be stressful and that good communication is the best way of avoiding unnecessary frustration.

Our aim is to sort out any concerns you may have about the quality of service you are receiving at as early a stage as possible

1. Verbal Complaints Made To The Case Handler

If a client calls advising that they are dissatisfied with a particular aspect of their case or the service Simply Legal have provided, the case handler should initially attempt to provide the client with the appropriate information to diffuse the complaint. This should be done in a calm, non-confrontational manner.

If the client asks to speak to a supervisor they should be transferred immediately to a line manager or, in their absence, a department manager.

All actions agreed, during the course of the conversation, are to be summarised in a letter, to the client, the same day.

A full attendance note, of the discussion with the client, must be prepared and a copy passed, with a copy of the letter and the complaint closure memo, to the Principal, who will review the matter and may telephone the client, after a period of six weeks, to ensure that they continue to be satisfied with the service they are receiving.

A copy of the attendance notes and a copy of the letter together with the closure memo will be retained on the central complaints file held by the client service manager.

2. Verbal Complaints Where the Client Asks to Speak to A Supervisor

If the client asks to speak to a supervisor they should be transferred immediately to a line manager or, in their absence, a department manager.

If the complaint cannot be resolved, the file handler will advise the client that the matter will be passed to the department manager, who will thenceforward handle the complaint as per a written complaint

A full attendance note, of the case handler's part of the discussion with the client, must be made and immediately passed to the person to whom the call is transferred.

All actions agreed, during the course of the conversation, are to be summarised in a letter, to the client, the same day.

A full attendance note, of the discussion with the client, must be prepared and a copy passed, with a copy of the letter and the complaint closure memo, to the Principal, who will review the matter and may telephone the client, after a period of six weeks, to ensure that they continue to be satisfied with the service they are receiving.

A copy of the attendance notes and a copy of the letter together with the closure memo will be retained on the central complaints file held by the client service manager.

3. Written Complaints

If you wish to make a formal complaint, please address this to Ms. Saveeta Kaur, one of our Directors who is ultimately responsible for Client Care and handling complaints.

Written complaints will be identified by the department supervisors when checking the post. All written complaints are to be acknowledged, by the case handler, on the day of receipt and the letter should advise that the complaint has been passed to the department manager to whom future communication, on this issue only, should be directed. A copy of this letter, the complaint memo and the paper file should be immediately passed to the Principal, who will:

- (a) send out a standard acknowledgement letter explaining how the complaint will be handled – this will be done on the same day the complaint is received by them;
- (b) if necessary, ring the client to advise that their complaint has been received and explain how the complaint will be handled – this will be done on the same day the complaint is received by them;
- (c) review the file and prepare a written note – this will be done within a week of them receiving the complaint;
- (d) discuss the complaint with the case handler – this will be done within a week of them receiving the complaint;
- (e) if necessary, discuss the complaint with the client – this will be done within two weeks of them receiving the complaint;

- (f) write a final response outlining the results of their investigation;
- (g) provide feedback to the case handler, their supervisor and the department manager, as necessary;
- (h) ensure that any potential changes to practice, that are required as a consequence of the complaint, are aired and discussed with the senior management team;
- (i) retain all documentation on the central complaints file.

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

4. The Legal Ombudsman

Our aim is to resolve complaints within the scope of our policy as set out above. If however you are not satisfied with the handling of your complaint, or with its final outcome, you have recourse to a non-judicial resolution procedure.

Whilst we are regulated by the Solicitors Regulation Authority, complaints against solicitors are handled by the Legal Ombudsman which is an independent complaints handling body covering all lawyers registered in England & Wales. Contact details are:
Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ1
Telephone 0300 555 0333
Email enquiries@legalombudsman.org.uk
Website www.legalombudsman.org.uk

There are time limits within which complaints can be referred to the Legal Ombudsman. A complainant must also be an individual client or an entity set out in the 'Who can complain' section of the Legal Ombudsman Scheme Rules. Further information can be found on the Legal Ombudsman's website.

Please be aware that you are required to have exhausted our own complaints procedure before contacting the Legal Ombudsman.

5. Solicitors Regulation Authority

If you are concerned about our behaviour, the Solicitors Regulation Authority can offer guidance on how best to handle the situation. They can provide advice on dealing with issues such as dishonesty, taking or losing your money or treating you unfairly because

of your age, a disability or another characteristic. More details on how to raise your concerns with the [Solicitors Regulation Authority](#) can be found on their website.