

Complaints handling procedure

Our complaints handling policy

Slater Bradley & Co 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.

Our complaints handling procedure

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed. Please contact Slater Bradley & Co on 0208 788 1008 or john.slater@slaterbradley.co.uk or by post to our office at 198 Upper Richmond Road Putney London SW15 2SH

The Solicitors Regulation Authority (www.sra.org.uk Section 'For the Public') can also help if you are concerned by our behaviour.

Note: We are happy to give you a copy of the 'Making a complaint' leaflet which is produced by the Legal Ombudsman (www.legalombudsman.org.uk/aboutus/publications.html).

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five days of your raising your concerns, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, John Slater, Senior partner at Slater Bradley & Co, who will review your matter file and speak to the member of staff who acted for you.
3. John Slater will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, John Slater will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, John Slater will send you a detailed written reply to your complaint, including his 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 to explain why you remain unhappy with our response and we will review your comments.
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 then contact the Legal Ombudsman at Legal Ombudsman, PO Box 6167, Slough, SL1 0EH telephone: 0300 555 0333; website: www.legalombudsman.org.uk.

Any complaint to the Legal Ombudsman must not be later than:

- one year from the date of the act or omission being complained about; or
- one year from the date when you should have realised that there was cause for complaint.

The Legal Ombudsman can exercise discretion to extend the 1-year time limit for specific complainants if, on the evidence, it was fair and reasonable to do so.

The Legal Ombudsman has provided further guidance on its service at www.legalombudsman.org.uk. In our final letter we will also explain that there are also alternative dispute resolution bodies which can deal with complaints about legal services and we will provide details of those at that stage.

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