

## 3CS Corporate Solicitors Ltd - COMPLAINTS HANDLING PROCEDURE

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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 at any point you become unhappy with the service we provide to you or you have concerns about your bill, then you should inform us immediately so that we can do our best to resolve the problem for you.

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 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 handling solicitor, Thomas Miles, who will review your matter file and, if appropriate, speak to the member of staff who acted for you. However, if Mr Miles has been acting for you and your complaint is about him, then Terence Bennett, our alternative complaints handling officer, will investigate your complaint.
3. The person investigating the complaint will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the person investigating 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, the investigator 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 and we will arrange for someone unconnected with the matter at the firm 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 we are unable to resolve your complaint then you may be able to have the complaint independently looked at by the Legal Ombudsman.
9. The Legal Ombudsman will accept complaints from an individual client, a micro-enterprise or a charity, trust or a club (or similar organisation) with an annual income of less than £1 million (or for trusts, an asset value of less than £1 million) and will investigate a complaint about poor service on behalf of eligible individuals or organisations.

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 (although they have discretion to accept complaints outside of these timescales). You must also refer your concerns to the Legal Ombudsman within six months of our final response to your complaint. The contact details for the Legal Ombudsman are:

- Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- Telephone: 0300 555 0333 Minicom: 0300 555 1777
- Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

10. If we have to change any of the timescales above, we will let you know and explain why.
11. We will not charge you for handling your complaint.