

## **Baldwin Wyatt Solicitors' Complaints Policy and Procedure (Sept 2023):**

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service, we provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, then you can read our full complaints procedure below. Making a complaint will not affect how we handle your case.

### **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.

### **Our complaints procedure**

If you have a complaint, write to us with the details.

### **What will happen next?**

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive your letter within 2 days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within a day of receiving your complaint.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within a day of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps.

We will pass your complaint to Mr. Roger Baldwin, our Client Care Partner, within 3 days. If the complaint is about him another partner or senior member of staff will deal with this.

He will ask the member of staff who acted for you to reply to your complaint within 5 days.

He will then examine their reply and the information in your complaint file. And, if necessary, he may also speak to them. This will take up to 3 days from receiving their reply and the file.

5. Mr. Roger Baldwin will then invite you to meet him and discuss and hopefully resolve your complaint. He will do this within 3 days.

6. Within 2 days of the meeting Mr. Roger Baldwin will write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting or it is not possible, Mr. Roger Baldwin will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigation.

7. At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. This will happen in one of the following ways.

Another partner of the firm will review Mr. Roger Baldwin's decision within 10 days.

We will ask our local Law Society or another local firm of solicitors to review your complaint within 5 days. We will let you know how long this process will take.

We will invite you to agree to independent mediation within 5 days. We will let you know how long this process will take.

8. We will let you know the result of the review within 5 days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you the name and address of the Legal Ombudsman. If you are still not satisfied, you can contact them about your complaint.

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

### **What to do if we cannot resolve your complaint**

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving our final response to your complaint and
- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should reasonably have known that there was cause for complaint.

**For more information about the Legal Ombudsman contact:**

[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9.00 to 17.00.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

### **What to do if you are unhappy with our behaviour**

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).