

## **Wolferstans LLP Complaints Procedure**

### **Something not right?**

Firstly, we are sorry!

Our clients come first and it's important to us to know when things have gone wrong or could have gone better. We want to learn from any mistakes made so that we can provide a better service in the future.

We will aim to fix your complaint quickly, fairly and free of charge so that you can get on with other things!

### **Step 1**

If you have a problem or are not happy with our service, we would like to sort this out as easily as possible. Please contact one of our Complaints Handlers, Esther – [egould@wolferstans.com](mailto:egould@wolferstans.com) 01752 292209 or Aaron – [abarlow@wolferstans.com](mailto:abarlow@wolferstans.com) 01752 283549. Esther or Aaron would be happy to discuss your complaint with you over the telephone or please email if that's easier. We will need you to provide us with some background information on the problem. We will also ask if there is any particular resolution you would prefer and will take that into account.

If we can fix the problem immediately and on an informal basis then we will!

### **Step 2**

If we are unable to resolve your complaint immediately then we will do the following:

1. We will acknowledge your complaint in writing within 5 working days of you raising the complaint. We'll summarise your complaint and explain what happens next.
2. We will then investigate your complaint thoroughly and will provide you with a formal response within 3 weeks of you raising the complaint. If your complaint is complicated it may take us longer to deal with. If that is the case, we will let you know.
3. If after receiving our response you are not happy you will be given the opportunity to have our response reviewed by our Compliance Officer for Legal Practice, Vikki Martin.

### **Possible Resolutions**

If we find evidence of poor service, we will try to reach a resolution with you. Some of the options which you may be offered are:

1. an apology
2. compensation for loss suffered
3. compensation for inconvenience, distress or both
4. putting things right
5. reducing the bill or limiting fees.

If we find that there has been no poor service, we will fully explain why we have come to that conclusion.

### **So what if I am still not happy?**

If, after following our internal Complaints Procedure we haven't been able to resolve your complaint then you can contact the Legal Ombudsman (LeO) about your complaint. The LeO has time limits for dealing with complaints. You should contact them:

After **eight weeks** of referring your complaint to us, if it has not been resolved to your satisfaction

Within **six months** of receiving a final response to your complaint and **one year** from the date:

- of the act or omission being complained about; or
- when you should reasonably have known there was cause for complaint if the act or omission happened more than one year ago.

Their contact details are:

Telephone: 0300 555 0333 from 10 am to 4 pm  
Minicom: 0300 555 1777 from 10 am to 4 pm  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Address: PO Box 6167, Slough SL1 0EH  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

We hope that this will not be necessary and aim to work with you to resolve the matter before that stage.

Alternative complaints bodies, such as ProMediate, exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We do not agree to use such a scheme.

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

The Solicitors Regulation Authority can also help you 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. You can raise your concerns with the <https://www.sra.org.uk/consumers/problems/report-solicitor.page>

### **What if I am unhappy with my bill?**

If you object to a bill, you have the right to apply to the Court for an assessment of the bill under Part III of the Solicitors Act 1974. The Legal Ombudsman may not consider a complaint about a bill if you have already applied to the Court for assessment of the bill.