



WADDINGTON
TURNER WALL
Solicitors



Michael Bower
Equine Law

fosterlaw
solicitors

Complaints Policy

Our complaints policy

Waddington Legal Limited trading as Waddington Turner Wall Solicitors, Michael Bower Equine Law and Foster Law Solicitors are committed to providing a high-quality legal service to all our clients. We know that problems can occur and if they do, we need you to tell us about it. If you let us know it provides us with the opportunity to investigate the issue and, whenever possible, to put things right. It will also help us to improve our service to you and our other clients.

In handling your complaint, we will aim to be:

- Fair, impartial & reasonable.
- Accessible.
- Transparent.
- Professional and
- Prompt.

If we've got things wrong, we will:

- Offer a full apology.
- Explain what went wrong and
- Offer appropriate & prompt redress.

Our complaints procedure

We always recommend contacting the person dealing with your matter first to try and resolve issues informally. If you are still not satisfied, then please address your complaint to:

Post: The Complaints Officer
Waddington Turner Wall Solicitors
6-12 Devonshire Street
Keighley BD21 2DG

E-mail: info@wtwsolicitors.co.uk

Subject Heading: FAO The Complaints Officer - Formal Complaint

This must be done within six months of the act or omission being complained about, or within six months from the date that you realised there was cause for complaint.

The Complaint Process

We will aim to conclude dealing with your complaint within eight weeks. Please note that whilst we always try to keep to the following timelines, this is not always possible. If there is an issue, then we will aim to provide a revised timescale and explain why the delay has occurred.

Step 1:

Within **7 days** of receiving your complaint we will send you an acknowledgement letter and a copy of our complaints policy.

We may contact you to confirm or explain any details that will help to speed up the resolution of your complaint.

Step 2:

We will investigate your complaint.

The investigation will involve the input of the Complaints Officer, Michael Bower (Director/Solicitor), who will review your complaint and discuss the issues with the member/s of staff concerned.

Step 3:

Within **21 days** of sending the acknowledgement letter the Complaints Officer will provide you with a detailed written response to your complaints including any suggestions for resolving the matter.

Step 4:

If you are still not satisfied, you should contact us again and we will review your comments and if it considered appropriate, arrange a meeting with you.

Within **14 days** of receiving your request for a review, the Complaints Officer will provide a written response confirming our final position on your complaint and explaining our reasons.

Step 5:

If you are still not satisfied with our final response or the way that we have handled your complaint, then you can refer the matter to the **Legal Ombudsman**.

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH
Phone: 0300 555 0333
E-mail: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

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 contact the Legal Ombudsman.

Step 6:

The Legal Ombudsman will review your original complaint and how it was managed and provide a written response.

If we have not handled your complaint in a satisfactory manner, then the Legal Ombudsman will provide feedback and any actions that must be taken.

We will put in place any actions required to minimise client complaints, improve our service, and amend our Complaints Policy accordingly.

Please note:

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 (<https://www.sra.org.uk/>).