

## Warings Solicitors Ltd t/a Fylde Law

### COMPLAINTS HANDLING PROCEDURE

**April 2023**

You may have asked for our complaints procedure or you may be receiving this because you have experienced a problem with our service.

If you have experienced a problem, thank you for bringing your concerns to our attention. We will do our best to address any dissatisfaction that you have experienced in using the services of this firm. Our primary objective is to put things right.

#### **Our complaints policy**

We are committed to providing a high-quality service to our clients. This includes a commitment to putting things right when they go wrong. This policy explains how we will deal with any complaint.

#### **Our complaints procedure**

Our complaints offices are Kevin Looby & Cath Johnson. You can contact them by post at 325 Clifton Drive South, Lytham St Annes, FY8 1HN or by e-mail at [kevin@fyldelaw.co.uk](mailto:kevin@fyldelaw.co.uk) or [cath@fyldelaw.co.uk](mailto:cath@fyldelaw.co.uk). It is helpful if you put your concerns into writing, but if you would prefer not to, or if you would find it difficult to do so, they can be contacted by phone on 01253 730070.

If you have special needs which we should take into account due to language or disability, please let us know.

To explain to you how long our process might take we have included our target times for each stage of the process. Where, for any reason, it is not possible to observe any of these limits we will let you know and explain why.

<b>Action</b>	<b>Timescale</b>
Acknowledge the complaint in writing and send a copy of the complaints procedure	Within 5 working days of receiving your complaint
Confirm with you the nature and issues raised in your complaint by telephone or email	Within 5 working days of receiving your complaint
Investigate the issues	Within 10 working days of confirming with you the details of your complaint

Provide you with the outcome of your complaint either by way of a meeting, telephone call or in writing	Within 10 working days of confirming with you the details of your complaint
If you are satisfied with the outcome of your complaint or do not provide us with any response, close the complaint	Within 8 weeks of receiving the complaint
If you are dissatisfied with the outcome of your complaint, review of your complaint and the outcome by a director	Within 10 working days of receiving notice of your dissatisfaction with the outcome but no more than 8 weeks from the date of receiving the complaint
Provide you with the outcome of the complaint review	Within 10 working days of receiving notice of your dissatisfaction with the outcome but no more than 8 weeks from the date of receiving the complaint
Close the complaint	Within 8 weeks of receiving the complaint

### Legal Ombudsman

If you do not agree with the outcome of our complaints process, or we fail to investigate it within 8 weeks, then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers. Complaints to the Legal Ombudsman must usually be made within six months of our final response to your complaint.

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. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The address is PO Box 6167, Slough, SL1 0EH, telephone 0300 555 0333 or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

You may alternatively contact the Solicitors Regulation Authority (SRA) if you have concerns as to whether we have breached any of their professional rules for solicitors or 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.

Details will be found at [www.sra.org.uk/solicitors/standards-regulations/principles](http://www.sra.org.uk/solicitors/standards-regulations/principles) and the SRA can be contacted at The Cube, 199 Wharfedale Street, Birmingham B1 1RN, or by email to [contactcentre@sra.org.uk](mailto:contactcentre@sra.org.uk).