

Taylor's Solicitors

Complaints Handling Procedure

The logo for Taylor's Solicitors, featuring the word "Taylor's" in white text on a blue square background.

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?

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 our letter within two working days of us receiving your complaint.

We will record your complaint in our central register and open a separate file for your complaint. We will do this within one working day of receiving your complaint.

We will then start to investigate your complaint. This will normally involve the following steps:-

- a. we will pass your complaint to Mr A R Catterall, our Client Care Partner, within three working days;
- b. he will ask the member of staff who acted for you to give written comments on your complaint within five working days; and
- c. he will then examine those comments and the information in your complaint file. If necessary, he may also speak to the member of staff handling the file. This will take up to three working days from receiving the reply and the file.

The Client Care Partner will then invite you to meet him and discuss and, we hope, resolve your complaint. He will do this within five working days of completing his investigation.

Within two working days after the meeting, our Client Care Partner 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, our Client Care Partner will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter.

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:-

- a. another Partner of the firm will review the Client Care Partner's decision within 10 working days; or
- b. we will ask our local Law Society or another local firm of Solicitors to review your complaint within five working days. We will let you know how long this process will take; or
- c. we will invite you to agree to independent mediation within five days. We will let you know how long this process will take.

We will let you know the result of the review within five working 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. If we have been unable to settle your complaint using our internal complaints process, you may have a right to complain to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints, but only if you are a private client or his/her personal representative or residuary beneficiary, a micro-enterprise, a charity or club with annual net income below £1 million or a trust with assets below £1 million.

You have six months from the date of our final letter in which to complain to the Legal Ombudsman at Legal Ombudsman, P O Box 6806, WOLVERHAMPTON, WV1 9WJ – telephone 0300 555 0333 – email enquiries@legalombudsman.org.uk – website www.legalombudsman.org.uk.

Alternative complaints bodies (such as Ombudsman Services) exist which are competent to deal with complaints about legal services should both you and this firm wish to use such a scheme. Should you advise us that you wish to refer the complaint to Ombudsman Services we will let you know whether we agree to use that body.