

## Complaints Procedure

### Complaints Policy

Bretherton Law is committed to providing a high-quality legal service to all clients. When something goes wrong, please tell us about it. This will help us to maintain and improve our standards.

### Complaints Procedure

If you have a complaint, please contact the solicitor acting for you with the details. In the first instance they will try to resolve this issue with you. They will respond to any complaint in writing within 3 working days and if necessary invite you to meet with them to try and resolve the matter.

If the matter is not resolved then your complaint will be passed to the Head of the Department. At this point the supervisor will review your file and complaint and send you a detailed reply within a further 5 working days.

If this does not resolve the issue then your complaint will be forwarded to Anne Stockley. If we have to change any of the timescales set out below, we will let you know.

### What Will Happen Next?

1. Within three working days I will send you a letter/email acknowledging your complaint and asking you to confirm or explain the details. I may suggest that we meet to clarify any details.
2. I will then record your complaint in my central register and investigate your complaint. This may involve one or more of the following steps:-
  - (a) I will ask the solicitor who acted for you to give me their reply to your complaint. I will then examine their reply, the information in your complaint and (where applicable) review your file.
  - (c) I may ask another independent local solicitor to investigate your complaint and report to me.
  - (d) I will then write inviting you to meet me and discuss and hopefully resolve your complaint.
3. At this stage I would welcome the opportunity to meet with you. I would aim to be in a position to be able to meet with you within 14 days of first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, I will write fully to you setting out my views on the situation and any redress.
4. Within three working days of the meeting I will write to you to confirm what took place and any solutions I have agreed with you. In appropriate cases I could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, please contact me again. I will then arrange to review my decision within the next 10 days. This may happen in one of the following ways:-
  - (a) I will review the decision myself.
  - (b) I will arrange for someone who is not connected with the complaint to review my decision.

- (c) I will ask my local law society or another local firm of solicitors to review your complaint. This may take longer than 10 days in which case I will let you know how long this process will take.
  - (d) I will invite you to agree to an independent mediation. This again may take longer than 10 days and I will do my best to let you know how long this will take.
6. I will let you know the result of the review within five days of the end of the review. At this time I will write to you confirming my final position on your complaint and explaining my reasons. I 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, but I very much hope that this will not be necessary.

**Anne Stockley**  
**Principal Associate Solicitor**