

JC&A Complaints Handling Policy

We are committed to providing a high-quality legal service to all our clients. Despite this we accept sometimes things can go wrong or misunderstanding can occur. If something goes wrong, we need you to tell us about it. This will help us resolve any problems and improve our service to you and our other clients.

Who to complain to?

If you have a complaint you should initially contact the person dealing with your matter and they will try to resolve your complaint straight away. Alternatively, you may want to contact our Client Care Officer. Our Client Care Officer is John Cunningham, who is also our Managing Director. If your complaint involves John Cunningham, please contact our Deputy Client Care Officer, Darren Singleton, who is also our Practice Manager.

You can do this:

- By telephone on 0345 600 6380;
- By post to Unit 6 Crowland Street Commerce Park Foul Lane Southport PR9 7RL; or
- By email to info@jcasolicitors.co.uk

What you can complain about?

You can complain to us about the following:

- Our fees;
- Our service;
- The conduct of our staff (an act or omission).

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman whose details are below.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within two working days of receiving it, enclosing a copy of this Complaints Handling Policy.
2. We will then conduct a thorough investigation of your complaint. This will include reviewing your matter file and speaking to the member(s) of staff who acted for you.
3. We may prepare a chronology of events or other documents to help us understand your concerns.
4. We may then invite you to discuss and/or attend a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
5. If a meeting occurs then, within three days of discussing your complaint, we will write to you to confirm what took place and any solutions we have agreed with you.

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6. If you do not want a meeting or it is not practicable, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
7. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another manager to review the decision by way of an appeal or use of mediation. In exceptional circumstances we may offer mediation or an independent review of your complaint by a Solicitor from another firm. We use these options rarely and at our sole discretion.
8. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Legal Ombudsman

After our final decision, if you are still not satisfied, you can contact the Legal Ombudsman about your complaint. The Legal Ombudsman's contact details are:

- Postal address: PO Box 6806 Wolverhampton WV1 9WJ
- Website: www.legalombudsman.org.uk
- Email address: enquiries@legalombudsman.org.uk.
- Telephone: 0300 555 0333
- Minicom: 0300 555 1777

The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem.

Any complaint to the Legal Ombudsman must usually be made within 12 months of the date of our final written response to your complaint but for further information, you should contact the legal Ombudsman about any deadline queries as they can in very limited circumstances be extended.

The Legal Ombudsman investigates complaints about poor service from lawyers. The Legal Ombudsman can not change a court decision and will focus on service issues.

European Commission – Online Dispute Resolution

If you are a client and we have made a contract with you by electronic means you may be entitled to use an EU online dispute resolution service to assist with any contractual dispute you may have with us. This service can be found at <http://ec.europa.eu/odr>. Our email address is info@jcasolicitors.co.uk

Conclusion

If we have to change any of the timescales above, we will let you know and explain why.

We aim to resolve any problems as quickly and as effectively as is practical.

Finally, please be assured that we take all feedback, including complaints, very seriously.

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