

| **Stephensons**



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# Complaints policy

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Jan 2024

## Unhappy with our service?

We are committed to providing high quality legal services to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you are unhappy with the level of service provided or any bill, please contact the person dealing with your matter or the supervising Partner responsible for your work (their name should be identified in the initial client care information sent to you). We take complaints very seriously and will aim to deal with these as soon as possible.

## What happens with your complaint?

- We will send you a letter or email acknowledging your complaint and let you know the name of the person who will be dealing with your complaint.
- We will then start to investigate your complaint. This may involve one or more of the following steps:
  - We may ask the member of staff who acted for you to reply to your complaint within 8 weeks;
  - We may examine the reply and the information in your complaint. We may then ask for more information;
  - We will record your complaint in our central register and open a file for your complaint;
  - We may invite you to meet the Partner in charge of the department that dealt with your case in order to discuss and hopefully resolve your complaint;
  - Within two days of the meeting, we will write to confirm what took place, and any suggestions we have agreed with you. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. This will happen within seven days of us completing the investigation.
- We will endeavour to deal with your complaint in a way that best suits your needs.

At this stage, if you are still not satisfied, you can contact us again and a Client Complaints Partner will review our decision and inform you of the outcome.

You can also contact our complaints team at [complaints@stephensons.co.uk](mailto:complaints@stephensons.co.uk).

Once you have a final response you may have the right to take your complaint to the Legal Ombudsman. You should raise your complaint with them within six months of our final response to you.

The Legal Ombudsman can accept a complaint within:

- A) One year from the date of act or omission being complained about, or
- B) One year from when the complainant should have realised that there was cause for complaint

C) They will not accept complaints where the act/omission or date of awareness was before 6th October 2010.

The contact details for the Legal Ombudsman are:

The Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

Call: 0300 555 0333 (calls are charged at local rate and will be recorded). If you are calling from overseas, please call +44 121 245 3050; for the minicom call 0300 555 1777.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Please note the Legal Ombudsman may not deal with a complaint about a bill if you have applied to the court for assessment of that bill.

Further information can be obtained from their website at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

Alternative complaints bodies (Ombudsman Services, ProMediate and Small Claims Mediation) exist which are competent to deal with complaints about legal services. The details of these can be found at: [www.ombudsmanservices.org](http://www.ombudsmanservices.org), [www.promediate.co.uk](http://www.promediate.co.uk), [www.small-claimsmediation.co.uk](http://www.small-claimsmediation.co.uk).

The Solicitors Regulation Authority (SRA) can help you 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. You can raise your concerns with the SRA.

Date of last review: Jan 2024

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For more information,  
please get in touch:

[complaints@stephensons.co.uk](mailto:complaints@stephensons.co.uk)