

Our Client Care Policy

We are committed to providing a high quality legal service to all of our clients. If something does go wrong, we need you to tell us about it. This will help us to improve our standards.

Our Client Care Procedure

If you have a complaint, please feel free to discuss it with the person handling your matter directly. If you feel unable to do so, or if this has not resolved your complaint, then please contact Timothy Allen, our First Tier Complaints Handling Partner, who will investigate your complaint. Our Compliance Officer for Legal Practice (COLP), Timothy Allen, has overall responsibility for Client Care and Complaints handling. Timothy Allen can be contacted at:

Scott Rees & Co, 5 The Parks, Newton-le-Willows, WA12 0JQ
e-mail: compliance@scottrees.co.uk
Phone: 01695 712 222

In their absence, Chris Walker, Partner, will deal with urgent matters.

What will happen next?

1. We will send you a letter acknowledging your complaint and perhaps we may need to ask you to confirm or explain the details of it to us. It is important we know all the complaints so that we can investigate them at the same time. We will give you the name of the person who will be dealing with your complaint. We will send this letter to you within 5 working days of receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint usually on the day that we receive it.
3. We will then start to investigate your complaint. This may involve our interviewing the member of staff who acted for you. We may need some time to do this (for example, if they are on leave) and we will try to give you an estimate of the time this will take if it is longer than 40 working days we are allowed. We shall need to consider the file content and any response from our member of staff. Usually we will then write to you with a detailed reply to your complaint, and any offers to resolve it if appropriate or an explanation as to why we consider that our service was reasonable
4. You can then review the response and either respond or request to meet Timothy Allen, at our offices to discuss and hopefully resolve your complaint. Alternatively, Timothy Allen may telephone you to discuss the matter with you personally.
5. If there is a meeting or telephone discussion, we will write a letter to you within 5 working days of it confirming what was agreed.
6. If you do not respond to our complaint response letter within 28 days, we will write to you to confirm that we are closing the complaint file, as we regard the matter resolved.
7. If, for whatever reason, you are still not satisfied, you can contact us again. We will then arrange to review our decision. This will happen in one of the following ways.
 - Timothy Allen will review their own decision within 10 working days
 - Chris Walker may be asked to review the complaint. This will be done within 20 working days.
8. We will let you know the result of the review within 5 working days of the end of the review. At that time, we shall write to you confirming our final position on your complaint and explaining our reasons.
9. Because you are a consumer rather than a business and we have exhausted our internal complaint handling procedure we are required by law to notify you of two options which may assist you if you are still not satisfied:
10. You can contact the Legal Ombudsman, PO Box 6167, Slough, SL1 0EH about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint, but for further information you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk. Note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.
11. You could also seek to resolve your complaint using what is known as Alternative Dispute Resolution (also known as ADR). Several complaints bodies such as ProMediate <http://www.promediate.co.uk/> exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. However, in the circumstances of this case we are not prepared to submit your complaint to an alternative dispute resolution procedure.
12. Our complaints handling procedure is free of charge.

Client Care Records

5 The Parks • Newton-le-Willows • Merseyside • WA12 0JQ • DX 713121 Newton-Le-Willows 2 • Fax 01695 733333
Partners Daniel Rees LLB • Royston Smith LLB • Timothy Allen BSc • Christopher Walker FCILEx • Lucie Ilingworth LLB • David Poole BA • Jeanette Aspinall BA
Jane Caldecott LLB • Ben Gill BSc • Emma Sharples FCILEx • Peter A. Bland FCILEx • Paul Harrison • Gemma Green • Lorna Hughes LLB
Associates Louise M. Dempsey
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Opening Hours 9am to 5pm Monday to Friday (Closed Bank Holidays) • www.scottrees.com • We accept service by email only at service@scottrees.co.uk



Scott Rees & Co

S O L I C I T O R S

We maintain a Client Care file in which we record the following all correspondence in relation to your concerns and any other relevant documents plus notes of telephone conversations made.