

## 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:

**Address:** Scott Rees & Co, 2 The Parks, Newton-le-Willows, WA12 0JQ

**E-mail:** Timothy.Allen@scottrees.co.uk

In their absence, Hywel Thomas, a 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. 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 20 working days. We shall need to consider the papers and any response from our member of staff.
4. At the end of this time, if convenient to our offices, we may ask you to meet Timothy Allen 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 want a meeting or it is not possible, we will write to you with a detailed reply to your complaint. This will include any suggestions that we have to resolve the matter.
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 1 week.
  - Hywel Thomas may be asked to review the complaint. This will be done within 2 weeks.
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:

- You can contact the Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ 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](mailto: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.
- 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.

## Client Care Records

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.

*Last edited: 15/09/2020*