

Complaining about our service

We hope you will be very happy with our service. If you are unhappy about the service we have provided, or about the bill for your case, then please tell us so that we can do our best to resolve the problem. It would be sensible to contact the person who is working on your case to discuss your concerns and to hopefully resolve any issues at an early stage.

If, however, you want to make a formal complaint then please contact Nick Hopkins, who is a director of the firm. He can be contacted at:

Needham Poulter Solicitors, 599 High Road, London N17 6EW

or Tel: 020 8808 6622

or email lawyer@needhampoulter.co.uk

The next steps

1. We will send you a letter or email acknowledging receipt of your complaint; confirming the name of the person who will be dealing it (normally Nick Hopkins) and when you will receive a full response. This will normally be within five days of receipt of your complaint.
2. We will investigate your complaint which will involve asking the member of staff who acted for you to prepare a report addressing the issues raised in your complaint. We will consider this and the information in your file and may ask you for more information if needed.
3. We will send you a detailed response to your complaint within 21 days unless this is not possible due to exceptional circumstances. If this is the case you will be told why a delay is necessary and when the response will be available.
4. Once you have our response, if you are unhappy with it you can ask for a review which will be carried out by the person who responded to your complaint and a second senior solicitor who was not involved in your case or with the initial investigation of your complaint. We will then write to you again (normally within 14 days of your request to review) setting out our final response to the complaint and the reasons for it.
5. If you remain unhappy with our service you can have your complaint independently reviewed by the Legal Ombudsman, who investigates complaints about poor service from solicitors. The Ombudsman will first check that you have tried to resolve your complaint with us by way of the procedure above. Assuming you have, you must ask the Ombudsman to consider the complaint within six months of receiving our final response to your complaint and within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern.

6. The Legal Ombudsman can be contacted at:

PO Box 6806, Wolverhampton WV1 9WJ

or Tel 0300 555 0333

or email enquiries@legalombudsman.org.uk

The complaints procedure also includes complaints concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment under Part III of the Solicitors Act 1974.

We would always hope that we can resolve matters between ourselves but if we cannot we will provide you with the necessary information to make such a complaint.

7. The Solicitors Regulation Authority (SRA) can help you if you are unhappy about our behaviour and the way you have been treated by us: if for example you think we have been dishonest or you have received unfair treatment because of your age, disability or other characteristic. If you wish to raise concerns with the SRA their details can be found at www.sra.org.uk