

## **Complaints Handling Procedure**

### Our complaints policy

We are committed to providing a high-quality legal service to all our clients.

We acknowledge that we may not always get it right, so if something has gone wrong, including in relation to our charges, we need you to tell us. This will help us to improve our standards of service.

### How do I make a complaint?

You can contact us in writing, by letter or email, or by phone.

If you feel it is appropriate you in the first instance it may be helpful for you to contact the person who is working on your matter to discuss your concerns and we will do our best to resolve any issues.

If you do not feel able to discuss your concerns with them please contact a member of the Risk and Compliance Team. Ian Oliver is the Firms Complaints Partner, who is supported by Nikki Coyne the firms Finance, Risk & Compliance Officer. Their contact details are:

Ian Oliver

Nikki Coyne

Partner

Finance, Risk & Compliance Officer

01243 786668

01243 786668

[ian.oliver@georgeide.co.uk](mailto:ian.oliver@georgeide.co.uk)

[Nikki.coyne@georgeide.co.uk](mailto:Nikki.coyne@georgeide.co.uk)

### What information do you need to provide

To help us to understand your complaint, and in order that we do not miss anything please tell us:

- Your full name and contact details
- What you think we have got wrong
- How you would like your complaint to be resolved; and
- Your file reference number (if you have it)

### What will happen next

We will acknowledge receipt of your complaint within 2 working days of us receiving it and provide you with a copy of this procedure.

We will then investigate your complaint. This will initially be conducted by Nikki Coyne, who will review your matter and speak to the person in charge of the file. We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

We will update you on the progress of your complaint at appropriate times.

Within 21 days of your complaint being raised, we will have reviewed the matter fully and provide you with a response in writing. You may then be invited to attend a meeting to discuss and hopefully resolve your complaint with a copy of our response provided in writing.

At this stage if you are still not satisfied you could contact us again and we will arrange for Ian Oliver to provide a further review of your matter. This will be completed within 14days of you requesting the additional review with a full response provided in writing.

We have 8 weeks to consider your complaint. If we have not resolved matters in this time you may be able to complain to the Legal Ombudsman. This applies if you are an individual, a business with fewer than 10 employees and turnover or assets not exceeding a certain threshold, a charity or trust with net income of less than £1m, or if you fall within certain other categories (you can find out more from the Legal Ombudsman). The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your matter.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving our final decision: **and**
- No more than one year from the act/omission; **or**
- No more than one year from the date when you should have reasonably known that there was cause for complaint

For further information you should contact the Legal Ombudsman

#### 1. **Contact details**

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9.00 to 17.00

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

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

#### Alternative Dispute Resolution (ADR)

Alternative dispute resolution (ADR) bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme (such as ProMediate UK). We will consider each case on an individual basis and advise you whether we would be prepared to use ProMediate (UK) Limited.

#### Family Mediation

If you have a complaint arising following the use of our family mediation services, your complaint should be referred to the Family Mediation Standards Board in accordance with its complaints process. Details can be found at: <https://www.familymediationcouncil.org.uk/complaints-about-mediators/>

#### What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help 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. Visit its website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).

#### What will it cost?

# GEORGE IDE LLP

solicitors

We will not charge you for handling your complaint.

Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding. This is explained in our Terms of Business.

The Legal Ombudsman service is free of charge.