



BL CLAIMS SOLICITORS

WRITTEN COMPLAINTS PROCEDURE

At BL Claims Solicitors we are dedicated to the continual improvement of our services. However just occasionally things do not run as smoothly as we would wish and, in such an event, we would want to know about it.

If you have concerns regarding our service, or a bill that you have received, and wish to raise it with us as a formal complaint, then we will do all we can to resolve it in accordance with the procedure set out below. We will aim to resolve your complaint fairly, openly, effectively and promptly, and in any event within eight weeks of it first being referred to us.

1. Initially, you should raise your concerns, either by telephone or in writing, with the person with whom you have been dealing.
2. If it is not possible to rectify the situation immediately your complaint will be reported to the Partner with overall supervision of your matter. He/she will acknowledge receipt of your complaint within 3 working days and aim to provide a substantive written response to your complaint within 14 days of the acknowledgement.
3. If after consideration by the supervising Partner you remain unhappy please ask for your complaint to be referred to our Complaints Handling Officer Karen Kirk who will review the complaint and respond to you with their conclusions within 14 days.
4. In certain instances we may require further time to consider and respond to the issues raised but we shall alert you to any extension of time proposed subject always to the overall 8 week time limit.
5. If at either of the 8 week stage or when our response is final, you feel that your complaint has not been dealt with satisfactorily then you may be entitled to direct your complaint to the Legal Ombudsman (**LeO**). You should direct your complaint to LeO within:
 - 6 months of our final response; and
 - 6 years from the date the problem occurred or 3 years from when you should have known of the problem.
6. LeO will only deal with your complaint once you have tried to resolve it with us so please do allow us the opportunity to do so. LeO can be contacted at:

Post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.

Email: enquiries@legalombudsman.org.uk

Phone: 0300 555 0333

And the website is <http://www.legalombudsman.org.uk>

7. The 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 [Solicitors Regulation Authority](#)

8. If your complaint is about a bill you have the right to complain to LeO and/or apply to the Court for the assessment of the bill under Part III of the Solicitors Act 1974. However if you have already applied to the Court for an assessment of your bill LeO may not deal with your complaint.

Risk and Compliance Team

Reviewed May 2019