



## **Complaints Handling Procedure**

### **Our Complaints Policy**

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

When something goes wrong, we need you to tell us about it.

This will help us to improve our standards.

### **Our Complaints Procedure**

If you have a complaint about our service or a bill that we have delivered on or both, please contact us with the details.

We hope that we will be able to reach a satisfactory conclusion and are committed to clear and transparent communication.

The person to contact is Richard Staton, and he can be reached at:-

Address	Bradford & Son Solicitors, 9 Moorgate Road, Rotherham, S60 2EN.
Telephone	01709 377 412
Email	<a href="mailto:richard.staton@bradfordandson.co.uk">richard.staton@bradfordandson.co.uk</a>

Alternatively, if Richard is your Solicitor and you require an alternative complaints handler, please contact Bridget Thorpe. She can be reached at:-

Address	Bradford & Son Solicitors, 9 Moorgate Road, Rotherham, S60 2EN.
Telephone	01709 377 412
Email	<a href="mailto:bridget.thorpe@bradfordandson.co.uk">bridget.thorpe@bradfordandson.co.uk</a>

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within 7 days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the suitable complaints handler who will review your file and speak to the member of staff who acted for you.



3. The complaints handler will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be done within 14 days of sending you the acknowledgement letter.
4. Within 7 days of the meeting, the complaints handler will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, the complaints handler will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 14 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner or consultant to review the decision.
7. We will write to you within 21 days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons.
8. If we have to change any of the timescales above, we will let you know and explain why.
9. If you are still not satisfied, you can then contact the Legal Ombudsman at:-

Address	PO Box 6806, Wolverhampton, WV1 9WJ
Telephone	0300 555 0333
Email	<a href="mailto:enquiries@legalombudsman.org.uk">enquiries@legalombudsman.org.uk</a>

Please note that there are time limits within which complaints must be made to the Legal Ombudsman. Generally speaking, your complaint should be made to the Ombudsman no later than 12 months from when the problem occurred or from when you should reasonably have become aware of the problem. Additionally, you should make your complaint to the Ombudsman within six months of receiving a final response from us following the complaint that you have made to us.

#### **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 their website to see how you can raise your concerns with the Solicitors Regulation Authority:-

The logo for Bradford & Son Solicitors is a square divided into three horizontal sections. The top section is white with the text 'Bradford & Son' in a dark blue, sans-serif font. The middle section is a solid dark blue with the word 'SOLICITORS' in white, all-caps, sans-serif font. The bottom section is a solid dark blue with the text 'Trusted solicitors since 1885' in a small, white, sans-serif font.

**Bradford & Son**

SOLICITORS

Trusted solicitors since 1885

Website	<a href="http://www.sra.org.uk/consumers/problems/report-solicitor">www.sra.org.uk/consumers/problems/report-solicitor</a>
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### Further help

If you require further assistance, please contact the Professional Ethics helpline:

Website	<a href="http://www.sra.org.uk/contactus">www.sra.org.uk/contactus</a>
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