

## **COMPLAINTS PROCEDURE**

### **Our procedure for handling complaints from clients**

We have a procedure for dealing with complaints from clients so that we can resolve as many as possible within the firm and thus, if at all possible, retain the goodwill of our clients. Unfortunately, despite our very best efforts things do sometimes go wrong. Mistakes and misunderstandings can occur and our reputation depends on these problems being dealt with sympathetically and quickly because this is an essential part of our 'Quality Service' approach.

### **How do you complain?**

As a general rule if you are not satisfied with the service being provided by Blaser Mills then you should make your concerns known to the partner or staff member who is dealing with your matter and, hopefully, the matter can be quickly resolved. However, if you feel the matter is more serious or several factors are involved then we ask you to write to the partner or staff member who is handling your matter detailing all aspects of your complaint and, if appropriate, state what remedial action you expect from us. On the few occasions when our response does not satisfy the concerns raised then, as detailed in our Terms of Business letter, you should write to the:

Compliance Officer, Blaser Mills LLP, 40 Oxford Road, High Wycombe, Buckinghamshire, HP11 2EE

### **How do we deal with your complaint?**

Compliance Officer, Lucy Kempson, will log your complaint and identify the most appropriate partner to review the file. She will then write to you by return telling you which partner will be examining your file and indicate that a formal response will, normally, be made within 3 weeks. The partner will examine your file without unnecessary delay and, if not already provided, will ask you for full details either in writing or by interview. Our objectives are to ensure that you, the client:

- a) Get a quick initial acknowledgement of your complaint
- b) Are satisfied that the complaint is being dealt with seriously
- c) Receive a full reply within a reasonable time frame.

We aim to reply within 3 weeks of your letter to the Compliance Officer. This allows time for the file to be delivered to and read through by the reviewing partner, often at a different office, urgent and pressing needs of other clients to be handled without detriment to their situation and ensures that adequate time is given for all issues raised by you to be fully addressed in our reply.

### **Remedies open to you – the client**

Hopefully, the partner dealing with the matter will be able to satisfy you that any remedial action identified will resolve the problem together with an assurance that, where we have been at fault, we will try to prevent a recurrence and do better in the future. Should you remain dissatisfied then you may ask for an 'independent' review as it is usually the Head of the Department who makes the initial, substantive response. In that case a senior partner will be asked to make a re-examination of the matter.

If you are still not satisfied at the end of our own complaints process, you are entitled to contact the Legal Ombudsman. You should do this within six months of receiving our final decision on your complaint. The address to contact is: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ. Telephone - 0300 555 0333, email – [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk), Website – [www.legalombudsman.org.co.uk](http://www.legalombudsman.org.co.uk)