

COMPLAINTS PROCEDURE

Our Procedure for Handling Complaints from Clients

Blaser Mills Law is committed to providing a high-quality legal service to all our clients. If you think that something has gone wrong, then we need you to tell us about it.

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. So that we may achieve this, we have a procedure for dealing with complaints from clients.

How Do You Complain?

If you are not satisfied with the service being provided by Blaser Mills, then you should in the first instance contact the person who is working on your matter to discuss your concerns and he or she will do their best to resolve any issues. If you feel the matter is more serious or several factors are involved then we ask you to write to the Partner, who is the person responsible for overall supervision of your matter, they will be named in the client care letter, which you will have been provided with at the beginning of the matter.

If you do not feel able to raise your concerns with either of these people, or you feel their response does not satisfy the concerns raised then you should be unsatisfied with their response please write to the:

Compliance Solicitor, 40 Oxford Road High Wycombe Buckinghamshire HP11 2EE

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

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

If you require any help in making your complaint, we will try to help you.

How Do We Deal with Your Complaint?

The Compliance Solicitor, Lucy Kempson, or a member of her team, will log your complaint. Your file will be examined without delay and, if not already provided, we will ask you for full details of the areas of dissatisfaction you wish to raise in writing. If it is not appropriate for Lucy Kempson or one of her team to carry out a review of the papers themselves, we will allocate an appropriate partner to do so and we will advise you of who that person is.

Our objectives are to ensure that you, the client:

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

We aim to reply within 21 days of your letter to the Compliance Solicitor. This allows time for the file to be read through and ensures that adequate time is given for all issues raised by you to be fully addressed in our reply.

We will not charge you for investigating and responding to your complaint.

What to do if we cannot resolve your complaint?

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If the Legal Ombudsman is satisfied that the firm's proposals for resolving a complaint are reasonable, it may decline to investigate further. Where your complaint cannot be resolved with us then you must take your complaint to the Legal Ombudsman. You will have to file your complaint with the Legal Ombudsman within 6 months of receiving a final response from us about your complaint. The Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of you realising there was a concern.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 55 0333 between 09.00 to 17.00

Email: enquiries@legalombudsman.org.uk

Write: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

Complaints about your bill

If you are complaining about our bill, in addition to referring your complaint to the Legal Ombudsman, you may be entitled to ask the court to assess your costs under Part III of the Solicitors Act 1974. However, be aware that if you have done so, the Legal Ombudsman may not be able to consider a complaint about the same issues.

Concerns about professional misconduct

The Legal Ombudsman service considers complaints about the quality of legal services that clients receive. In the unlikely event that you have more serious concerns that a solicitor or the firm have been involved in professional misconduct then it may be appropriate for you to refer this to the Solicitors Regulation Authority.

We do not anticipate any such problems arising and would ask that you notify the person named in the client care letter as having overall supervision of your matter straight away if you have any such concerns. You can find out more about the Solicitors Regulation Authority, including their contact details and the Standards and Regulations that govern the conduct of solicitors and law firms, on their website: www.sra.org.uk.

Alternative dispute resolution (ADR)

Alternative dispute resolution (ADR) bodies, such as ProMediate exist which are competent to deal with complaints about legal services. However, we believe that the Legal Ombudsman offers our clients the most appropriate forum to seek resolution for their concerns. Therefore, we have not adopted an alternative ADR procedure and do not agree to use another ADR organisation.