

## Complaints Handling Procedure

We are authorised and regulated by the Solicitors Regulation Authority (SRA). We are committed to high quality legal advice and client care and aim to offer all our clients an efficient and effective service. However, if our clients would like to discuss how the service to them could be improved, the level of their bill, or should there be any aspect of our service with which they are not satisfied, we ask them to please contact the person in our firm responsible for Complaints Handling: Mrs Ali Mealing. Telephone: 01663 746730, e-mail: [alimealing@bishop-solicitors.co.uk](mailto:alimealing@bishop-solicitors.co.uk) or by post to Bishop & Co Solicitors, 45 Market Street, New Mills, High Peak, Derbyshire, SK22 4AA.

We are committed to high quality legal advice and client care and are keen to resolve any concerns as soon as possible and in order to do this, will follow our complaints handling procedure.

Our complaints procedure is as follows:

### Step One:

If they have not already done so, we ask our clients to let us know the full nature of their problem.

### Step Two:

Our Complaints Handling Representative will write to the client acknowledging their complaint within five working days. In this letter, we shall confirm what happens next.

### Step Three:

Our complaints Handling Representative shall then investigate the matter by reviewing the matter file and speaking to the member of staff concerned within five working days of acknowledging receipt of the complaint. If, for some reason, the matter cannot be investigated in this timeframe, then we will write to the client notifying them of this together with the reason why and giving a revised timescale.

Once the investigation has been completed, our Complaints Handling Representative shall invite the client to a meeting to discuss the issue(s) they have raised and hopefully resolve the complaint. This meeting will take place within fourteen days of sending the acknowledgement letter to the client. Following the meeting, our Complaints Handling Representative shall write to the client within five working days of the meeting to confirm the discussion and the solution agreed upon.

If the client does not want to or is unable to attend such a meeting (or the meeting is not necessary), we will be happy to send the client a detailed, written response, including the proposed solution, within fourteen working days of sending the letter acknowledging receipt of the complaint.

### Step Four:

If the client is satisfied with our response following the above steps, that will be the end of the matter. However, if the client is not satisfied, they will be invited to contact our Complaints Handling Representative again and she will arrange for Mr Howard G Roe, to review the decision. He will write to the client within fourteen days of receiving the request with confirmation of the firm's final position in relation to the complaint, outlining the reasons and any final redress that is offered.

### Step five: Other avenues

Clients must always try complaining to us first. In most cases they will not be able to take their complaint further without allowing us the opportunity to put things right.

*What happens if I don't agree with your views on the complaint?*

If we are unable to resolve the complaint with you then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates problems about poor service from lawyers.

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:

- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should have realised that there was cause for complaint;

and

- Within six months of receiving a final response to your complaint.

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

Visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) Call 0300 555 0333 between 10am to 4pm.

NGT Lite:18001 0300 555 0333 Minicom text phone: 18002 0300 555 0333

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

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

### *Solicitors Regulation Authority*

If someone thinks a solicitor might be dishonest or you have concerns about their ethics or integrity, they have the right to notify our regulator, the Solicitors Regulation Authority (SRA). There are no time limits for making a report but there are limits on what the SRA will consider. Please note that the SRA is not able to deal with issues of poor service (complaints of this nature should instead be referred to the Legal Ombudsman). For further information about the SRA's role, please contact the SRA or visit:

<https://www.sra.org.uk/consumers/problems/report-solicitor/>

### Further Information

For further information about our complaints handling procedures, please do not hesitate to contact: Mrs Ali Mealing, Office Manager. Telephone: 01663 746730, e-mail: [alimealing@bishop-solicitors.co.uk](mailto:alimealing@bishop-solicitors.co.uk) or by post to Bishop & Co Solicitors, 45 Market Street, New Mills, High Peak, Derbyshire, SK22 4AA.