

COMPLAINTS HANDLING POLICY AND PROCEDURE



BROOMFIELDS
SOLICITORS

Complaints Handling Policy and Procedure

Broomfields Solicitors Complaints Procedure

We are committed to providing a high-quality legal service to our clients. When something goes wrong, we need you to tell us about it. This will help us to resolve any mistakes or misunderstandings and improve our standards.

If you have a complaint, please raise the problem with the fee earner responsible for your matter in the first instance to enable them to try and resolve the matter. Very often any concerns you have can be resolved by speaking to the fee earner who is working on your case, or their supervisor, and they will be only too happy to explain what they are doing or resolve any issue you have.

If for any reason your concerns have not been resolved having raised it with the fee earner responsible for your matter or their supervisor, please follow our complaints procedure as set out below.

Contact

Please contact our Complaints Partner, Kate Burton, by one of the following methods:

- (a) by e-mail to kate.burton@broomfields.uk.com;
- (b) in writing to: Kate Burton, Broomfields Solicitors, Minerva House, 7 St John's Business Park, Rugby Road, LUTTERWORTH, LEICESTERSHIRE, LE17 4HB; or
- (c) by telephone: 01455 559 444.

When contacting us, please ensure that you provide us with your file reference number(s).

Acknowledging and Logging

We will acknowledge receipt of your complaint in writing within three days of receiving it.

We will record your complaint on our central register.

Investigating and Responding

Once we have acknowledged and recorded your complaint, we will start our investigations. This will normally involve our Complaints Partner reviewing your file and speaking to the member of staff who acted for you.

Within 14 days of sending you the acknowledgement letter our Complaints Partner will contact you via E-mail or Post to discuss and resolve your complaint.

Within three days after contact, our Complaints Partner will write to you to confirm what took place and any solutions we have agreed with you.

In any event, our Complaints Partner will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the written acknowledgement of your complaint.

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Opportunity to Respond

If, after receiving our initial response, you are still not satisfied, you should contact us again and we will arrange for another partner or someone unconnected with the matter at the firm to review the decision.

We will then write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If we have to change any of these timescales we will let you know and explain why.

Independent Mediation / Alternative Dispute Resolution

If a complaint cannot be resolved you may also be able to ask for it to be referred to a process of alternative dispute resolution using a certified provider. There are three providers available:

- (a) Ombudsman Services;
- (b) ProMediate; or
- (c) Small Claims Mediation.

We are not required to agree to such a request. We must also advise that this option is not available to businesses, only consumers.

We will provide more information about this option if it becomes relevant.

Legal Ombudsman

If you are still not satisfied, you can contact the Legal Ombudsman (LeO):

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

E-mail: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

LeO, under its revised Scheme Rules from 1 April 2023, will not normally consider complaints unless they meet all of the following criteria:

- the poor service occurred after 5 October 2010
- the complaint is referred to LeO within either of the following:
 - i. one year from the date of the act or omission being complained about, or
 - ii. one year from the date when the complainant should have realised that there was cause for complaint
- the complaint is referred to LeO within six months of the firm's final response

LeO has a discretion to consider a complaint outside the above time limits where it determines it is fair and reasonable to do so.

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Please Note: The Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.

Solicitors Regulation Authority ('SRA')

We are regulated by the SRA. If you believe Broomfields Solicitors or any individual within the firm has breached any of the [SRA Principles](#) then you may report the issue directly to our regulator and you can find more details on how and when to report an issue to them on their website www.sra.org.uk.

Please Note: The SRA does not have the power to award compensation for poor service, or to reduce or refund your legal fees. If your report relates to these issues you will be signposted back to the Legal Ombudsman.

Kate Burton
Managing Partner