

## **Sprake & Kingsley Complaints Handling Procedure**

- 1 We are committed to providing a high-quality legal service.
- 2 We acknowledge that we may not always get it right, so if something has gone wrong, including in relation to a bill, we need you to tell us.
- 3 If you are unhappy about any aspect of the service you have received, or about a bill, please contact the person acting, or the Supervising Partner whose name is given in the Schedule to the Client Care letter.
- 4 If that does not resolve the problem to your satisfaction, then you may take the matter up with our Complaints Partner (see below).

### **5 How do I make a complaint?**

- 5.1 You can contact us in writing (by letter or email) or by speaking with our Complaints Partner, Anna Farquharson whose contact details are:

by telephone : Direct Dial 01986 891934

by email: [afarquharson@sprakekingsley.co.uk](mailto:afarquharson@sprakekingsley.co.uk)

by post: Sprake & Kingsley, 16 Broad Street, Bungay, NR35 1EN

If Anna Farquharson is unavailable, you may contact the Deputy Complaints Partner, Frances Davy whose contact details are:

by telephone : Direct Dial 01986 891912

by email: [fdavy@sprakekingsley.co.uk](mailto:fdavy@sprakekingsley.co.uk)

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

5.2.1 your full name and contact details

5.2.2 what you think we have got wrong

5.2.3 what you hope to achieve as a result of your complaint, and

5.2.4 your file reference number (if you have it)

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

### **6 How will you deal with my complaint?**

- 6.1 We will record your complaint in our Complaints Register.

- 6.2 We will write to you acknowledging your complaint, enclosing a copy of this policy. We will usually do this within five working days.

- 6.3 We will investigate your complaint. This will usually involve:

6.3.1 reviewing your complaint

6.3.2 reviewing your file(s) and other relevant documents, and

6.3.3 speaking with the person who dealt with your matter

- 6.4 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.
- 6.5 We will update you on the progress of your complaint at appropriate times.
- 6.6 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.
- 6.7 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement.

## 7 **What if I am not satisfied with the outcome?**

- 7.1 If you are unhappy with the outcome of our complaints handling procedure please first let us know and we will review the matter.
- 7.2 If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigate complaints about service issues with lawyers.
- 7.3 You can contact the Legal Ombudsman:

by post at PO Box 6806, Wolverhampton, WV1 9WJ

by telephone: 0300 555 0333, or

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

- 7.4 The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern: you must refer your concerns to the Legal Ombudsman within six months of our final response to you. Full details are available on the website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

## 8 **What to do if you are unhappy with our behaviour**

- 8.1 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.
- 8.2 Visit its website to see how you can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).

## 9 **What will it cost?**

- 9.1 We will not charge you for handling your complaint.
- 9.2 Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.
- 9.3 The Legal Ombudsman service is free of charge.