

## **Complaints Handling Procedure**

### **Our complaints policy**

KSN Solicitors committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. We should point out that complaints are not common and by both parties maintaining good communications and having agreed any costs and expectations are in fact quite rare.

### **Our complaints procedure**

If you have a complaint, please contact us and send us either by phone or by letter and if by letter set out the details in writing so that we can investigate the matter quickly and hopefully to both of our satisfaction.

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within 10 working days of this firm receiving the complaint, enclosing a further copy of this procedure to ensure you are fully aware of our process.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Principal, Mr. Adrian Barrett who will review your matter and file. If another member of staff acted for you he will speak to the member of staff who acted for you.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within 5 days of the meeting, we will write to you to confirm what took place and any solutions agreed with you.
5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 20 working days of sending you the acknowledgement letter.
6. At this stage if you are still not satisfied, you should contact us again and we will discuss your complaint and try to resolve the matter by reviewing what would be appropriate either by you meeting the Practice manager or by asking another independent legally qualified Solicitor or Mediator from another firm to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ. Any complaint to the Legal Ombudsman must usually be made within 6 months of the date of our final decision on your complaint. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or refer to their website at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

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

This firm, although committed to excellence, accepts that on rare occasions clients may feel that something has gone wrong and quite rightly would wish to contact us to discuss this. We believe that as soon as you feel a problem may exist or has in fact arisen, we would ask that you contact Mr. Barrett on 01276 28040 or write as set out above.

We will do everything to ensure your complaint is dealt with within the time limits as set above or earlier if possible.

KSN Solicitors is regulated by the Solicitors Regulation Authority (SRA) and subject to the Solicitors Code of Conduct. Details of the Code can be found on the SRA website at:

<https://www.sra.org.uk/solicitors/standards-regulations/code-conduct-solicitors>

The Solicitors Regulation Authority can help you if you are concerned about any aspect of our professional behaviour.