

## **Scutt Beaumont Solicitors Ltd 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 sort out any mistakes or misunderstandings, and to improve our standards.

If you have a complaint, please raise the problem with the lawyer responsible for your matter, or if you prefer, our complaints Officer, Prakash Modi.

What will happen next?

1. We will acknowledge receipt of your complaint in writing within 5 days of receiving it.
2. We will then investigate your complaint. This will normally involve our complaints Officer reviewing your file and speaking to the member of staff who acted for you.
3. Within 14 days of sending you the acknowledgement letter our complaints Officer will invite you to a meeting to discuss and resolve your complaint. If you do not want a meeting or it is not possible, our complaints Officer may instead offer you a chance to discuss the matter by telephone.
4. Within 5 working days of the meeting, or any telephone conversation we have with you instead of a meeting, our complaints Officer will write to you to confirm what took place and any solutions we have agreed with you.
5. In any case he will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 28 days of sending you the written acknowledgement of your complaint referred to in paragraph 1 above.
6. If we have to change any of these timescales we will let you know and explain why.

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.

### **Legal Ombudsman**

We are permitted a minimum of eight weeks to consider the complaint. If for any reason we are unable to resolve the problem between us within that timeframe, then our clients are advised that they may ask the Legal Ombudsman to consider the complaint.

Clients are free to refer any complaint about our work, fees or level of service but there are some conditions and time limits. Please be aware that any complaint to the Legal Ombudsman must usually be made within six months of the client having received a final written response from us about their complaint. Complaints to the Legal Ombudsman must usually be made within six years of the act or omission about which the client is complaining occurring; or within three years from when the client should have known about or become aware that there were grounds for complaint. The Legal Ombudsman will not accept complaints where the act or date of awareness was before 6 October 2010.

For further information, please contact the Legal Ombudsman on 0300 555 0333 or visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). The Legal Ombudsman may be contacted at PO Box 6806, Wolverhampton WV1 9WJ.

### **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.page#report>