

# Client Complaints Policy

Author: John Ovens  
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## **Policies & Procedures Client Complaints Policy**

1. If you have a complaint with the service we have provided in the first instance you should put your complaint in writing to the Human Resources Manager. Your complaint will be acknowledged within 3 working days from the receipt of your complaint. At this stage you could be asked to provide additional information so that your complaint can be fully investigated. The HR Manager will usually refer your complaint to the person who was/is responsible for your case. Your point of contact will remain the HR Manager.
2. If your complaint cannot be dealt with by the person responsible for your case, or you feel it would be inappropriate, your complaint will be referred to the relevant Department Head or a senior member of staff.
3. We aim to give you a written explanation and suggestions for resolving the matter within 15 working days of our initial acknowledgement letter.
4. If you are dissatisfied with the outcome you can write to us, setting out your reasons, and we will arrange for a Partner or a senior member of staff who has not previously been involved in your complaint to review it.
5. 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.
6. If we are unable to resolve your complaint within eight weeks after you have brought it to our attention, then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about poor service from lawyers.
7. If we have to change any of the timescales above, we will let you know and explain why.
8. The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem. If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of our final response to your complaint. The contact details for the Legal Ombudsman are as follows:
  - Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
  - Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
  - Telephone 0300 555 0333 between 8.30am to 5.30pm
  - NGT Lite users: 18001 0300 555 0333
  - Minicom text phone user: 18002 0300 555 0333
  - Minicom call: 0300 555 1777
  - In writing: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Calls from mobiles and landlines to 03 numbers cost no more than calls to national geographic numbers (starting 01 or 02). Calls are recorded and may be used for training and monitoring purposes.

9. Do not send original documents to the Legal Ombudsman. They will scan any documents you send to make computer copies and then destroy the originals.
10. We will not charge you for handling your complaint.

Human Resources  
Lightfoots LLP  
1-3 High Street  
Thame  
OX9 2BX

01844 212305  
[hr@lightfoots.co.uk](mailto:hr@lightfoots.co.uk)  
[www.lightfoots.co.uk](http://www.lightfoots.co.uk)