

Client Complaints Policy

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1. We are confident that we provide a high quality service to our clients in all respects. However, if you are unhappy or have any queries or concerns about our service to you or about our bills, please raise them in the first instance with the person dealing with your matter.
2. If you would prefer not to speak to that person directly, or they have been unable to resolve your complaint, you can put your complaint in writing to the Human Resources Manager.
3. 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. If appropriate, the HR Manager will refer your complaint to the person who was/is responsible for your case. Unless you are advised otherwise, your point of contact will remain the HR Manager.
4. 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.
5. We aim to give you a written explanation and suggestions for resolving the matter within 14 working days of our initial acknowledgement letter.
6. 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.
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 we are unable to resolve your complaint within eight weeks after you have brought it to our attention, then you can have your complaint independently reviewed by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service from lawyers.
9. If we have to change any of the timescales above, we will let you know and explain why.
10. 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

Email: enquiries@legalombudsman.org.uk

Telephone: 0300 555 0333 between 9am to 5pm

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

11. 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.
12. 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.
13. We will not charge you for handling your complaint and making a complaint will not affect how we handle your cases if it is still ongoing.

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