



Client Complaints Policy

Lightfoots will deal with your complaint fairly, promptly and free of charge

Lightfoots LLP ('the Firm') is confident that we provide a high quality legal service to our clients in all respects. However, we take every opportunity to improve our standards and to resolve any potential issues effectively, so if you are unhappy or have any concerns about our service or our bills/charges, please tell us.

What happens if I make a complaint?

- 1.** Your complaint will be **acknowledged within three working days** from the Firm's receipt of your complaint.
- 2.** Unless you are advised otherwise, the **Head of Ethics and Compliance** will review and investigate your complaint which will likely involve a discussion with the person who acted for you and their supervisor as well as a thorough review of your matter file.
- 3.** We aim to provide you with a **written reply to your complaint**, including suggestions for resolving it, **within 30 working days** of our initial acknowledgement letter.
- 4.** We will contact you if we require additional information from you to assist our investigation. We will let you know if this process may delay our response slightly.
- 5.** If you are dissatisfied with the outcome of your complaint, you can write to us, setting out your reasons, and a Partner of the Firm (a different Partner to the one responsible for your case if relevant) will review and investigate your complaint and our initial response. We aim to provide you with a **written reply to your request for a complaint review within 14 working days** of receiving your request for a review, confirming our final position on your complaint (though see below).

6. In addition to the above, we may exchange further communications with you to try to resolve your complaint and we will always aim to respond promptly to further suggested solutions, information and queries we receive from you.

7. If we are unable to resolve your complaint to your satisfaction **within eight weeks** after you made your complaint to us, then you can have your complaint independently reviewed by the **Legal Ombudsman**.

How to raise a complaint

Please contact the person dealing with your matter or their supervisor (their names and how to contact them will be detailed in the initial client care letter we sent to you) setting out your complaint. If you would prefer not to contact them directly, or they have been unable to resolve your complaint, you can email or write to the Head of Ethics and Compliance, Lauren Blake at clientcare@lightfoots.co.uk or 1-3 High Street, Thame, OXON, OX9 2BX.

Legal Ombudsman

The Legal Ombudsman can investigate complaints up to one year from the date of the act or omission giving rise to the complaint or within one year of when you discovered the problem or the date you should have realised there was an issue.

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 and other eligibility criteria applies.

For more information, including how to contact the Legal Ombudsman visit:
www.legalombudsman.org.uk/contact-us/