

## **Cocks Lloyd Solicitors Complaints Handling Policy**

We are 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 service.

If you have a complaint, please contact us with the details.  
What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to a client care partner, either Mr. M Jones or Mr. M Blood, who will review your matter file and speak to the member of staff who acted for you.
3. You will then be invited to a meeting to discuss and hopefully resolve your complaint. The meeting will normally take place within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, we will write to you to confirm what took place and record any solution 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 our suggestions for resolving the matter, within 21 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 arrange for another partner 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 contact:

Legal Ombudsman  
PO Box 6167  
Slough  
SL1 0EH

The Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of you realising there was a concern. You must refer your complaint to the Legal Ombudsman within six months of our final written response to your complaint. Further details are available on the website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

Alternative complaints bodies, such as *Ombudsman Services*, exist which can deal with complaints about legal services should you wish to them. We have, however, chosen not to adopt an ADR process. If, therefore, you wish to complain further, you should contact the Legal Ombudsman.

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