
Complaints Procedure

Bevan Kidwell LLP

Complaints handling procedure

Our complaints 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 standards.

Our complaints procedure

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within three business days of us receiving the complaint, enclosing a copy of this procedure.
2. Your Client Partner will then endeavour to resolve the complaint to your satisfaction; this may be done by email, or telephone or, if a meeting is in all the circumstances more appropriate, by meeting with you. If your Client Partner is unable to satisfactorily resolve the matter within four weeks of your initial complaint, then the matter will be passed to our Managing Partner.
3. If the matter is passed to our Managing Partner, the following will apply:-
 - Our Managing Partner will contact you and tell you that she now has conduct of the matter.
 - Our Managing Partner will contact you in order to discuss the matter, this discussion may be by telephone or, if a meeting is in all the circumstances appropriate, by meeting with you.
 - Once our Managing Partner has reached a conclusion, she will write to you (by post or email) to let you know her conclusion. That will take place within four weeks of the matter being referred to our Managing Partner.
4. At all stages of our procedure, we will act promptly in order to endeavour to achieve a satisfactory solution to your complaint. We will investigate thoroughly before reaching a decision.
5. We will not charge you in relation to our handling of your complaint.
6. The outcome of your complaint will depend on whether we decide that your complaint was justified. If we decide that your complaint was justified any remedy will depend on the nature of the Complaint, but can include (without limitation) re-performing any relevant work and/or a reduction or re-fund of fees.
7. If you are dissatisfied with our handling of your complaint, as above, or we have not achieved a satisfactory resolution of your complaint within eight weeks of the date you raised your complaint with us, then you may refer the matter to the Legal Ombudsman, details of which are as follows:-
 - Telephone: 0300 555 0333.
 - Email: enquiries@legalombudsman.org.uk.
 - Website www.legalombudsman.org.uk
 - Address: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.

You should refer your complaint to the Legal Ombudsman as soon as you can; however, you do have six months from when the problem first occurred.

8. Alternatively, if you think that we have breached an SRA principle or otherwise not delivered to you the information you can expect to receive from a solicitor, you should contact the SRA directly. Details are as follows:-
- SRA Principles: <https://www.sra.org.uk/solicitors/handbook/welcome.page>.
 - SRA Guidance on how to report a solicitor to the SRA: www.sra.org.uk/consumers/problems/report-solicitor.page.

Bevan Kidwell LLP 2018