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## Complaints Procedure

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## **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.

#### **Legal Ombudsman**

7. The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:
8. You should refer your complaint to the Legal Ombudsman as soon as you can; however, you do have six months from when you receive a final response to your complaint.

9. You will not be able to make a complaint to the Legal Ombudsman if more than 6 years have passed since the date of the alleged act/omission; or if more than 3 years have passed from when you should reasonably have known that there was a problem for complaint.
10. If you would like more information about the Legal Ombudsman, please contact them. Their contact details are as follows:
  - Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
  - Telephone number: 0300 555 0333 between 9.00 to 17.00.
  - Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
  - Post: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

**Solicitors Regulation Authority (the SRA)**

11. The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.
12. Details of the standards expected from solicitors are included in the 'SRA Principles' which can be found at the following website:  
[www.sra.org.uk/solicitors/handbook/welcome.page](http://www.sra.org.uk/solicitors/handbook/welcome.page)
12. The SRA's website has guidance on how to report a solicitor at the following page:  
[www.sra.org.uk/consumers/problems/report-solicitor.page](http://www.sra.org.uk/consumers/problems/report-solicitor.page).

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