



COMPLAINTS POLICY BROMETS JACKSON HEATH LLP

We are committed to providing a high-quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right. If something has gone wrong, we need you to tell us.

In the first instance please contact the person dealing with your case to discuss your concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, you can read our full complaints procedure below. Making a complaint will not affect how we handle your case, and you will not be charged for time spent handling your complaint.

Client feedback and Complaints Procedure

We value feedback from our clients because it helps us to continually improve our service. If you feel like you have not received the best service or there is something we need to work on then please do tell us so that we can have the opportunity to put it right.

What to do if I have feedback or a complaint?

In the first instance please contact the person dealing with your case to discuss your concerns which you have about our service and how it might be improved. If the Solicitor or Fee Earner dealing with your case cannot resolve your concerns, or if the complaint is of a serious nature that you do not feel comfortable raising it with your Solicitor or Fee Earner then please contact us in writing (by letter or email) addressed to our complaints Partner, Julian Creasey. (legal@bjhsolicitors.co.uk) or at Bromets Jackson Heath, Kirkgate House, Kirkgate, Tadcaster, LS24 9AD).

To help us to understand your complaint, please tell us:

- Your full name and your preferred contact information;
- Your file reference number (if you have it);
- Why you feel dissatisfied with the service you have received;
- If there is anything in particular which you would like us to do to resolve your complaint.

What happens after I have made a complaint?

- We will record your complaint centrally and open a separate file in relation to it.

- We will write to you within seven working days acknowledging receipt of your complaint.
- Our complaints partner will full investigate your complaint. This will usually involve:
 - reviewing your complaint
 - reviewing your file(s) and other relevant documents, and
 - discussing your complaint with the person who dealt with your matter
- We may need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.
- We may, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.
- We will update you on the progress of your complaint periodically.
- We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. We will aim to do this within 20 days of the date of our letter of acknowledgement. If it becomes apparent that the matter cannot be fully investigated and reported on in that time, we will notify you of this and supply a date for our final response.

In certain circumstances, it may be necessary to extend these timescales, but we will try and agree any variations with you first.

What if I am not satisfied with the outcome?

- If you are unhappy with the outcome, you can ask us to review our decision. A review will be carried out by the firms Senior Partner within 10 working days. When the review is concluded we will inform you of our decision within 5 working days thereafter.
- If we must change any timescales, we will write to you to tell you and provide you with the reason.
- If you remain dissatisfied, you can ask the Legal Ombudsman to look into your complaint. The Ombudsman would generally expect clients to follow a firms internal complaints procedure first. You can contact the Legal Ombudsman:
 - by post at PO Box 6806, Wolverhampton, WV1 9WJ
 - by telephone: 0300 555 0333, or
 - by email: enquiries@legalombudsman.org.uk

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final response to your complaint from us. From 1 April 2023, the Legal

Ombudsman also expects complaints to be made to them within 1 year of the date of the act or omission about which you are concerned (prior to 1 April 2023: 6 years) or within 1 year of you realising there was a concern (prior to 1 April 2023: 3 years). The Legal Ombudsman deals with complaints by consumers and very small businesses free of charge. This means some clients may not have the right to complain to the Legal Ombudsman, e.g. charities or clubs with an annual income of more than £1 million, trustees of trusts with asset value of more than £1 million and most businesses (unless they are defined as micro-enterprises). This does not prevent you from making a complaint directly to us about the service you have received or about the bill.

You can find out more about this at: <https://www.legalombudsman.org.uk/>

What will it cost?

- We will not charge you for handling your complaint.
- Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.
- The Legal Ombudsman service is free of charge.

Raising Concerns with our Regulator:

- The Solicitors Regulation Authority (SRA) can help you if you are concerned about our behaviour. e.g. dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can find information about raising your concerns with the SRA at www.sra.org.uk in the 'For the public' section.