

## Croft Solicitors Complaints Procedure

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.

If you have a complaint, write to us with the details. Address your letter to our Client Care Officer, who is responsible for client care. Our Client Care Officer is Rupert Croft.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. You can expect to receive our letter within two days of us receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will do this within a day of receiving your complaint.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within three days of your reply.
4. We will then start to investigate your complaint. This may involve one or more of the following steps:
  - We may ask the person who acted for you to reply to your complaint within five days;
  - We may examine the reply and the information in your complaint file. We may then ask the person who acted for you for more information. This will take up to three days from receiving the reply and the file.
5. We will invite you to meet our Client Care Officer to discuss and, it is hoped, resolve your complaint. We will do this within three days of receiving all the details we need from the member of staff who acted for you.
6. Within two days of the meeting we will write to you to confirm what took place and any suggestions we have agreed with you.
7. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. This will happen within five days of us completing the investigation.
8. At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision. This will happen with the support of the Legal Ombudsman.
  - a. The Legal Ombudsman service has been established to help resolve complaints made by members of the public, very small businesses, charities, clubs and trusts.
9. If you remain unsatisfied with the outcome of the investigation by our Client Care Officer you have the right to complain to the Legal Ombudsman.
  - a. In order to ensure your complaint can be reviewed by the Legal Ombudsman it must be made in writing as soon as possible after you last heard from us (in relation to your concerns and the outcome of their investigation by Lisa Croft), and at least within six months of this date.
10. To contact the Legal Ombudsman by telephone, email or fax, please access contact details at: <http://www.legalombudsman.org.uk> or you can contact the Legal Ombudsman by post by writing to: The Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ.

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