

## 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 an email or a letter acknowledging your complaint and asking you to confirm or explain the details set out. You can expect to receive our email or 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 email or letter and confirm what will happen next. You can expect to hear from us within five 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 working days;
  - We may examine the reply and information in your complaint file. We may then ask the person who acted for you for more information. This will take up to five working days from receiving the reply and the file.
5. We will invite you to meet our Client Care Officer either virtually or in person to discuss and, it is hoped, resolve your complaint. We will do this within five 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 seven working 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. The Legal Ombudsman service has been established to help resolve complaints made by members of the public, 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. 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 Rupert Croft), and at least within six months of this date.
10. The Legal Ombudsman will consider your complaint provided it is submitted no later than six years from the date of the act or omission that is the subject of your complaint OR three years from when you should reasonably have known there was cause for complaint.
11. 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.

If you have concerns about the ethics or integrity of a solicitor at Croft Solicitors, our regulator, The Solicitors Regulation Authority (the SRA) should be notified. There are no time limits on reporting a solicitor to the SRA, however, there are limits on what the SRA will consider. Please note the SRA will not deal with complaints relating to poor service (such complaints should be addressed to our Client Care officer in the first instance and if they cannot be resolved, to the Legal Ombudsman), For further information about the SRA's role, or to file a report, please visit:

<https://www.sra.org.uk/consumers/problems/report-solicitor.page#report>