

Complaints Procedure

MARY MONSON SOLICITORS **Complaints Handling Policy**

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.

If you have a complaint, please contact us, via our Head Office in Salford, or email Julie.Stonehouse@marymonson.co.uk with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Quality Officer, Julie Stonehouse, who will oversee the review of your matter file and speak to the member of staff who acted for you.
3. Mary Monson, Client Care Partner, will send you a detailed written reply to your complaint, including suggestions for resolving the matter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another member of staff, knowledgeable in this area, to review her decision.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

What to do if we cannot resolve your complaint

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:

- Within six months of receiving a final response to your complaint

and

- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

- Visit: www.legalombudsman.org.uk
- Call: 0300 555 0333 between 9.00 to 17.00.
- Email: enquiries@legalombudsman.org.uk
- Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our behaviour

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.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority.

- Visit: www.sra.org.uk
- Call: 0370 606 2555