

## Robinson Murphy Complaints Procedure

We want to give you the best possible service. However, if at any point you become unhappy with the service, we have provided to you or you have any concerns, then we ask that you should inform us immediately so that we can do our best to resolve the issue for you.

- In the first instance please contact the Solicitor dealing with your matter.

If after this action your issue is still not resolved to your satisfaction, then we ask that you do the following:

- Please contact the Partner's of the practice as advised in our initial confirmation of instructions letter, we sent to you
- Alternatively, email the Complaints Team to [john.probert@robinsonmurphy.co.uk](mailto:john.probert@robinsonmurphy.co.uk) or [nigel.robinson@robinsonmurphy.co.uk](mailto:nigel.robinson@robinsonmurphy.co.uk)

Please bear in mind that we will not be able to comment in detail until our investigations are complete. A hard copy of this complaint handling procedure is available on request.

### Receipt of your complaint:

On receipt of your complaint, we will:

1. Aim to send you a letter acknowledging your complaint with two working days, and if appropriate we will ask you to clarify or explain the complaint further.
2. Record your complaint in our central register.
3. Then or on receipt of further information if requested, investigate your complaint, examine the relevant file, and speak with members of staff as appropriate.
4. Thereafter we will write, telephone, or arrange a meeting with you to discuss the issue and hopefully resolve your complaint or seek further clarification from you.
5. We aim to respond to you with 21 days of our acknowledgement letter, but please bear in mind that in some cases our investigations may take longer.
6. If at this stage you are still not satisfied, please let us know. We will engage another partner in the firm, who has not been involved in the initial investigation, to review the position.
7. We will write to you again after receiving your request for a review. This letter will set out our final position on your complaint and explain our reasons. We will also give you the address of the Legal Ombudsman. Should you remain dissatisfied, you may contact the Legal Ombudsman Service about your complaint, but we very much hope that will not be the case.

Whilst we are committed to being a progressive and efficient provider of legal services to all our clients, occasionally mistakes are made and on occasion it can prove difficult to meet our client's expectations. We record all complaints, and we hope to learn from our mistakes, we look to see if any adjustments are required in how we provide our services and or any further staff training requirements are needed as a result of any client's concerns, this will hopefully avoid any reoccurrence of the same or similar issue.

We will usually be able to accept responsibility if we have caused any avoidable inconvenience or costs, but if a financial loss has been suffered as consequence of our actions or omissions

we will need to consider whether that should be a matter for direct compensation or whether it is a claim which should be dealt with by our insurers, and sometimes it may be necessary for us to obtain the consent of our insurers before we can admit any liability.

**If we cannot resolve your complaint:**

If we are unable to resolve your complaint to your satisfaction, the Legal Ombudsman can help you. They will look at your complaint independently and this 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 and they allow us eight weeks to consider your complaint and respond to you, however, our aim is to respond to you within 21 days. Please note there are time restrictions for you to refer your complaint to them:

- You must refer your complaint to them within six months after receiving our final response to you or
- No later than six years from the act or omission your complaint refers to or
- Three years from the date you should have reasonably known there was a cause for complaint

The Legal Ombudsman will not accept complaints where the act or date of awareness was before the 06<sup>th</sup> October 2010.

Contact details for the Legal Ombudsman are as follows:

- **Website:** [legalombudsman.org.uk](http://legalombudsman.org.uk)
- **Telephone:** 0300 555 0333 between 08.30 am to 5.30 pm
- **Email:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- **Write:** Legal Ombudsman, P.O. Box 6806, Wolverhampton, WV1 9WJ

**Solicitors Regulation Authority:**

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. If you feel that we may have been dishonest or treated you unfairly because of your age, disability, or other characteristic, then please refer to its website:

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

**Online Dispute Resolution (ODR):**

If you are a client with whom we have made a contract online or by other electronic means, you may be entitled to submit your complaint to an EU online dispute resolution service to assist with any contractual dispute you may have with us. Should you wish to do so that service can be found at:

<http://ec.europa.eu/odr>