

## Collyer Bristow LLP

### Complaints Procedure

We are committed to providing a high-quality legal service to all our clients. If you are unhappy with the way we have handled a matter or transaction or part of a matter or transaction or the fees we charge, we need you to tell us about it. For example, if you feel you have received an inadequate professional service (i.e. that we could have provided more care), that we have been negligent (i.e. we did not provide legal services to a sufficient standard) or that your matter or transaction has been affected by professional misconduct (i.e. we did not comply with our professional duties set out in the SRA Standards and Regulations<sup>1</sup>). This will help us to improve our standards.

#### **How do I make a complaint?**

Robin Henry is our Complaints Partner, the partner who is ultimately responsible for dealing with complaints against the firm. If you wish to raise a complaint, you should raise this initially with the partner or senior associate who is dealing with or supervising your work, and their name is given in our original client care letter setting out our terms of business. To help us to understand your complaint, and in order that we do not miss anything, please tell us:

- your full name and contact details
- what you think we have got wrong
- what you hope to achieve as a result of your complaint, and
- your file reference number (if you have it)

If you require any help in making your complaint we will try to help you.

#### **How will you deal with my complaint?**

Upon receipt of your complaint we will acknowledge it in writing within two working days of receipt and enter it in our central complaint register.

We will review your complaint and might ask you for further information as to the background and the specific points of concern. We will then write to you letting you know the period during which we will carry out a full investigation and when you can expect our substantive written response. Except in complex matters or during periods of absence, this period will not exceed 21 days. If, for any reason, during the investigation of the complaint it appears that it will not be possible to provide a full response within the period which has been noted then we will write again to confirm when we will expect to be able to.

#### **The Appeal Process**

If you are dissatisfied with the substantive response to your complaint from the matter partner or senior associate, or if you feel it is inappropriate for them to respond, you may ask the Complaints Partner to personally review the matter.

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<sup>1</sup> The SRA Standards and Regulations sets out the standards and requirements our regulator (the Solicitors Regulation Authority) expects us to achieve and observe for the benefit of clients. Further information is available at the Solicitors Regulation Authority website <http://www.sra.org.uk/home/home.page>. Alternatively, you can write to them at Solicitors Regulation Authority, The Cube, 199 Wharfedale Street, Birmingham, B1 1RN or phone them on 0370 606 2555.

Should you choose to do so you may contact Mr Henry direct by telephone on 020 7470 4429 or by post to 4 Bedford Row London WC1R 4TF or by email to robin.henry@collyerbristow.com.

The Complaints Partner will acknowledge your request within two working days of receipt and inform you when he expects to send a full reply. Except in complex matters or during periods of absence, this period will not exceed 21 days. If, for any reason, during the investigation of the complaint it appears that it will not be possible to provide a full response within the period which has been noted then the Complaints Partner will write again to let you know when you can expect his substantive response.

During the review of your complaint the Complaints Partner may speak to the partner or member of staff who acted for you. He may also feel it appropriate to meet you to discuss and hopefully resolve your complaint, or alternatively he might offer such a meeting once he has sent a detailed reply to your complaint. If there is a meeting the Complaints Partner will write to you within two working days of the meeting to confirm what took place and any solutions we have agreed with you. Where appropriate, our detailed reply to your complaint will include our suggestions for resolving your concerns.

### **What if I am not satisfied with the outcome?**

If you are still not satisfied you can contact the Complaints Partner again and he will review any comments made on his decision.

If after eight weeks from the date of your initial complaint we have not resolved it you may be able to refer the matter to the Legal Ombudsman.

Ordinarily, you can ask the Legal Ombudsman to look at your complaint if it meets all three of the steps below:

1. The problem or when you found out about it, happened after 5 October 2010; and
2. You are referring your complaint to the Legal Ombudsman within either of the following:
  - Six years of the problem happening; or
  - Three years from when you found out about it; and
3. You are referring your complaint to the Legal Ombudsman within six months of our final response.

### **How can I contact the Legal Ombudsman?**

The Legal Ombudsman can be contacted the following ways:

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Telephone: 0300 555 0333

NGT Lite users: 18001 0300 555 0333

Minicom text phone user: 18002 0300 555 0333

Overseas: +44 121 245 3050

Postal address: PO BOX 6806, Wolverhampton, WV1 9W

**Is there another way to resolve my complaint?**

Alternative complaints bodies such as ProMediate (UK) Ltd (<http://www.promediate.co.uk/>) may also be available to review your complaint should both you and our firm wish to use such a scheme. At the end of our complaints procedure if we are unable to resolve your concerns and if such an option is available we will indicate whether we agree to use ProMediate (UK) Ltd.

Last reviewed September 2020