

## **COMPLAINTS HANDLING POLICY (version 3 updated January 2024)**

We are committed to providing a high quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right so if something has gone wrong, including in relation to the bill, we need you to tell us. It will not affect how we handle your case.

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

You can contact us in writing by letter addressed to the Complaints Officer at 103 High Street, Broadstairs, Kent CT10 1JS or email addressed to the Complaints Officer to [enquiries@barnesmarsland.co.uk](mailto:enquiries@barnesmarsland.co.uk), by fax on 01843 862250 or by speaking with our complaints officer on 01843 861595.

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?**

We will record your complaint centrally.

We will write to you within five working days acknowledging your complaint, enclosing a copy of this policy.

We will investigate your complaint. This will usually involve:

- reviewing your complaint
- reviewing your file(s) and other relevant documents, and
- speaking with the person who dealt with your matter

We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

We will update you on the progress of your complaint at appropriate times.

We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.

We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement.

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

If you are unhappy with the outcome of our complaints handling procedure please first let us know and we will review the matter.

If you are still unhappy you can ask the Legal Ombudsman to look into your complaint. They will look at your complaint independently. You can contact the Legal Ombudsman:

- by post at PO Box 6167, Slough, SL1 0EH
- by telephone: 0300 555 0333

You must usually refer your complaint within six months of our final written response to your complaint and within six years of the act or omission about which you are complaining occurring (or within three years of you becoming aware of it). Further details are available on the website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

**What will it cost?**

We will not charge you for handling your complaint.

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

Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.