

Carter Bells LLP

COMPLAINTS HANDLING PROCEDURE

We strive to provide the highest standards of service to all our clients and it is our sincere hope that you will be very happy with the service provided. However, if you are not satisfied we have the following procedure in place to try and resolve quickly and amicably, any problems that may arise. Accordingly, if you are dissatisfied with the service which you have received from us, please adopt the following procedures:-

1. If you feel you have reason to complain would you please let us know as soon as possible. We would suggest that initially you raise your concerns with the person who is dealing with your matter.
2. If your concerns cannot be resolved with the person who is dealing with your matter or you feel it is not possible to resolve the matter this way, please contact our Managing Partner Frank Horder, or in his absence our Senior Partner Andrew Thorne. Frank Horder can be reached by email at frank.horder@carterbells.co.uk or by post if this is more convenient. His contact number is 020 8939 4005. Andrew Thorne can be reached by email at andrew.thorne@carterbells.co.uk or his contact number is 020 8939 4030.
3. Upon receipt of any written complaint, we aim to acknowledge receipt within two working days. If we are not able to deal with the matter immediately, we will give an indication of when we expect to let you have our full response. We would, however, hope to provide the response within 2 weeks but this will depend upon the complexity of your matter and the nature of the complaint. In certain circumstances, we may wish to meet with you to discuss the matter, as this may be a more appropriate way of dealing with your concerns.
4. As part of our commitment to client care, we will make a written record of any complaint and retain all documents and correspondence generated by the complaint for a period of 6 years. The members of our Management Committee take very seriously all complaints and will, if appropriate, make changes to our procedures to improve the service we provide to our clients.
5. We will, of course, do all we can to resolve the matter to your satisfaction but if we are unable to do so, then at the conclusion of the complaints process, you have the right to complain to the Legal Ombudsman, the independent complaints body for complaints about lawyers. This must be done within 6 months of the completion of our complaints procedure and no later than 12 months from the date of the act you are complaining about. They can be contacted at the Legal Ombudsman, PO Box 15870, Birmingham, B30 9EB, email: enquiries@legalombudsman.org.uk telephone number 0300 500 0333.

If your complaint relates to our charges you may also have the right to object to the bill or invoice by applying to the Court for an assessment under Part III of the Solicitors Act 1974.