

## **Complaints Procedure**

Thomas & Co is committed to providing high quality legal advice and client care. If you are unhappy about any aspect of the service you receive or about the bill, please contact Martin Thomas ([mt@thomassolicitors.co.uk](mailto:mt@thomassolicitors.co.uk)).

An alternative contact will be appointed in the event that a concern is raised in respect of Martin Thomas or in relation to a matter he is supervising.

### **Making a Complaint**

You can register the complaint with the person dealing with your matter, the lawyer supervising your matter as detailed in the engagement letter sent to you, or Martin Thomas. He is responsible for ensuring that complaints are handled effectively and in accordance with this procedure.

### **Investigating and Resolving the Complaint**

We will acknowledge the complaint within seven days. The complainant will also be advised in what timescale they will be given an initial/substantive response. We aim to respond in full within 28 days. However, if the complaint is of a more complex nature we may require more time but we will let the complainant know when they will receive a full response.

We will conduct a full investigation and an independent review of the matter. We will reply to the complainant, usually in writing, to tell her/him of our views on the complaint and how we propose to resolve it, hopefully to the complainant's satisfaction. If the complainant is dissatisfied with the outcome, or the way the complaint has been handled, we will provide the name of another lawyer in the team who will make such further investigations as are necessary. Such other lawyer will inform the complainant of the conclusions and any alternative proposals to resolve the complaint, usually within 28 days of this being referred to her/him.

We will record all complaints received from clients. We will identify the cause of any problems of which the client has complained offering appropriate redress and correcting any unsatisfactory procedures. We have eight weeks to consider your complaint.

### **What do to 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
- 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](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9am to 5pm.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

The Solicitors Regulation Authority can help you 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. You can raise your concerns with the Solicitors Regulation Authority. Any complaints regarding conduct must be reported to our regulator, the SRA. Further information on how to do this can be found at <https://www.sra.org.uk/consumers/problems/report-solicitor>