

## Complaints Procedure

### Your Complaint and how we will deal with it

#### Our complaints policy

Our aim is to provide all our clients with an efficient and effective service at all times. When something goes wrong, we would like you to tell us about it. This will help us in our desire to achieve constant improvement. Our policy is to investigate complaints thoroughly, speedily and fairly and to communicate our findings and decisions to you within reasonable timescales.

This document is provided to you to enable you to follow our complaints procedure if you are unhappy with the service you have received from us.

#### Our complaints procedure

If, at any stage, you think we have not lived up to your expectations, please raise your concern by letter, fax, e-mail or telephone with the person dealing with the work. This could include a complaint about the firm's bill.

If you prefer not to deal with the person dealing with your file, or that person fails to deal with the complaint to your satisfaction, please contact our Complaints Partner, at:

Shacklocks LLP  
St Peter's House  
Bridge Street  
Mansfield  
Nottinghamshire  
NG18 1AL

Or at [complaints@shacklocks.co.uk](mailto:complaints@shacklocks.co.uk) or on 01623 626141

Your complaint will then be dealt with according to the timescale set out below. If we have to change any of the timescales we will let you know and explain why.

If your complaint is about our Complaints Partner, or the Complaints Partner fails to deal with the complaint to your satisfaction, you may request that your complaint be addressed by another Partner as appropriate.

#### What will happen next?

Within seven working days of receiving your complaint we will acknowledge your complaint in writing. We will also let you know the name of the person who will be dealing with your complaint, and the date by which you should expect to receive a response.

We will ask you to confirm or explain any details if anything is unclear to us. We will then investigate your complaint by examining the relevant file and carrying out any other actions that we consider appropriate to enable us to deal with your complaint fairly.

We hope to be in a position no longer than six weeks after first receiving your complaint to write fully to you setting out our views on the situation and the way in which we propose to resolve any issues.

The Legal Ombudsman allows a maximum of 8 weeks for a complaint to be resolved. Once that 8 week period has elapsed, the Legal Ombudsman will normally accept the complaint for investigation.

Whilst our complaints procedure is the appropriate starting point for raising complaints and concerns, you should also be aware of your right to complain to the Legal Ombudsman at the conclusion of our complaint process if you are unhappy with our decision. Normally, any complaint to the Legal Ombudsman should be made within six months of the date of our final written response, and that must be either within six years of the act or omission complained of, or within three years from the date you should reasonably have known there were grounds for complaint.

The Legal Ombudsman can be contacted by:

Telephone: 0300 555 0333

E-mail: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Post:

PO Box 6806

Wolverhampton WV1 9WJ

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

You may also raise concerns regarding our professional conduct or behaviour with our regulating body, The Solicitors Regulation Authority: <http://www.sra.org.uk/consumers/problems/report-solicitor.page>