

## **COMPLAINTS PROCEDURE**

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us improve our standards. We deal with all complaints fairly, promptly and at no extra cost to you.

### **Making a complaint:**

You can register a complaint with the person dealing with your matter or their Supervisor, details of which are in your Client Care Letter.

In the first instance, we'd prefer if you write to us with full details of your complaint so that we have a good understanding of the issues being highlighted.

### **Investigating the complaint:**

1. We will acknowledge the complaint within seven days which allows for any postal delays and notify you who will be handling your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will conduct a full investigation and an independent review of the matter.
3. We aim to respond in full within 28 days. However, if the complaint is of a more complex nature, we will require more time, but we will let the complainant know when they will receive a full response. We may also invite you to meet with the Supervisor to gather more information and resolve the matter.
4. We will reply to you, usually in writing following the outcome of the review of the complaints investigated.

If you remain dissatisfied with the outcome, or the way the complaint has been handled, you may write to the Client Care Director Omotayo Aruna-Spitaler, Omotayo.aruna@twsolicitors.co.uk , 73 Lowfield Street, Dartford, DA1 1HP, telephone 01322222205 who will make such further investigations as are necessary.

We would generally aim to do this within 14 days. This would happen in one of the following ways-

- The Supervisor will review their own decision.
- Client Care Director will review your complaint within 14 days.

The Client Care Director will inform you of the conclusions and any alternative proposals to resolve the complaint, usually within 28 days.

If still unresolved at this stage, you may take your complaint to the Legal Ombudsman or, in accordance with the Alternative Dispute Resolution Regulations to an Alternative Dispute Resolution (ADR) Scheme Provider. We will issue a final letter advising you of this.

### **Legal Ombudsman:**

The Legal Ombudsman is the independent body established by the Office for Legal Complaints under the Legal Services Act 2007 to deal with complaints against Solicitors.

The Legal Ombudsman may:

- Investigate the quality of professional service supplied by a solicitor to a client.
- Investigate allegations that a solicitor has breached rules of professional conduct.
- Investigate allegations that a solicitor has unreasonably refused to supply a professional service to a prospective client.
- Investigate allegations that a solicitor has persistently or unreasonably offered a professional service that a client does not want.

Before it will consider a complaint the Legal Ombudsman generally requires that the firm's internal Complaints Procedure (outlines above) has been exhausted. If the Legal Ombudsman is satisfied that the firm's proposal for resolving a complaint is reasonable, it may decline to investigate further. You will have to bring your complaint to the Legal Ombudsman within 6 months of receiving a final response from us about your complaint and 6 years from the date of the act or omission giving rise to the complaint or alternatively 3 years from the date you should reasonably have known there are grounds for complaint.

The Legal Ombudsman's address and contact details are:

PO Box 6806, Wolverhampton, WV1 9WJ; telephone 03005550333; website, [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk); or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

#### **The Solicitors Regulation Authority:**

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 <https://www.sra.org.uk/>

#### **Alternative Dispute Resolution Schemes:**

Alternative complaints bodies, Ombudsman Services, which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

However, we don't currently agree to use this Alternative Dispute Resolution service in view of the availability of the independent Legal Ombudsman Service established under the Legal Services Act 2007. We are bound by our Regulatory Code to comply with the Legal Ombudsman.

#### **CONTRACTS ENTERED INTO ONLINE:**

If we are unable to resolve your complaint which relates to a contract entered into online, you may contact the Online Dispute Resolution providers by accessing the following link:

<http://ec.europa.eu/consumers/odr>

#### **Complaints About Personal Data**

All complaints about how we manage personal data will be dealt with in accordance with the procedure set out below. At the time of instructing our firm, you would have received our Privacy Policy dealing with the data that we collect about you and how we use it. Some examples of complaints that might be raised about your personal data include:

- Unlawful processing of Personal Data
- Misuse of Personal Data
- Unauthorised access to Personal Data
- Loss of Personal Data

### **What to do if you have a complaint**

If you have any concerns or problems with the way your personal data has been handled, please contact Omotayo Aruna-Spitaler, our Privacy Officer at TW Solicitors, 73 Lowfield Street Dartford DA1 1HP.

To assist us in dealing with your complaint, please provide the following:

- Full name of the person lodging the complaint
- Contact details
- How the Personal Data was collected, if known
- Details of the complaint
- Timeframe over which the suspected wrongdoing occurred
- Documentary evidence in support of the complaint.

### **Complaints procedure**

Upon receiving your complaint, we will confirm that your complaint will be investigated and provide you with an estimate of how long you should expect to wait to receive a full response. While we endeavour to respond as promptly as possible, response times will vary depending on the nature of the complaint.

Our Privacy Officer will investigate your complaint. You will be notified of the investigation outcome in writing within reasonable time and any action(s) taken if your complaint has been upheld.

You may refer your complaint to the ICO at any time if you are not satisfied.