

Complaints Handling Policy

We are committed to providing a high-quality legal service for all our clients and we pride ourselves on our thorough and professional approach to our work.

The following procedure informs you of the way client complaints are handled by us, so that you know what happens. Should something go wrong, we do need you to tell us about this as this will help us to improve our service standards.

We hope your issue is one which can be resolved informally and speedily by the file handler with whom you are dealing on a day to day basis and would ask that in the first instance, you raise any issues with your file handler.

If your query is in relation to a bill, we ask that you inform us within one month of receiving the bill.

Complaints Procedure

1. Please let us have details of any complaint in writing, setting out your concerns in detail. This will assist us in understanding your complaint and allow us to respond to your concerns.
2. Please send your correspondence to our offices via post, or alternatively email office@farringtonsolicitors.co.uk and mark your correspondence as a complaint.
3. Your complaint will be recorded and you we will send you acknowledgement within 5 working days of the complaint being received. At this time, of the name and status of the person who is investigating the complaint.
4. We will then investigate your complaint. This may involve, asking you for more information, or to let us know how you would like us to resolve your complaint. We may, if we think it appropriate or necessary, within 10 working days of acknowledging your complaint invite you to a meeting to discuss your concerns with us.
5. We will send you a full, written reply to your complaint within 21 working days of acknowledging it, or within 10 working days of any meeting. If we are unable to respond to you within this timeframe, we will inform you of this and where we are able, we will provide you with an approximate timescale.
6. If you are not satisfied with our final response, you may refer your complaint to the Legal Ombudsman. The Legal Ombudsman's contact details are as follows:

Post: PO Box 6806, Wolverhampton, WV1 9WJ
Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk

7. You must usually refer the matter to the Legal Ombudsman within 6 months of our final response to your complaint and 1 year from the date of the relevant act/omission or year from when you should reasonably have known there was a cause for complaint.

8. Please note that the Legal Ombudsman deals with concerns about the level of service received. Where there are more serious concerns that a solicitor or the solicitor's firm have been involved in professional misconduct then a report can also be made to the Solicitors Regulation Authority, the regulator of solicitors and solicitor firms. This could be for quite unusual and serious acts of misconduct such as dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Obviously, we do not anticipate any such problems arising and would ask that you notify the matter supervisor, or the Complaints team immediately if you have any such concerns. You can find out more about the Solicitors Regulation Authority including their contact details and professional conduct rules on their website: www.sra.org.uk.