

Your Right to Make a Complaint

Blanchards Bailey LLP Complaints Policy

1. Our Policy

You have the right to complain to us.

You will not be charged for any time spent handling your complaint.

We shall aim to deal with any complaint that we may receive promptly, fairly, openly, and effectively.

2. Making a Complaint

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided, then you should inform us immediately so that we can do our best to resolve the problem.

In the first instance, it may be helpful to contact the person who is working on your case to discuss your concerns, so that they can try to resolve any issues at that stage. If you do not feel able to discuss your concerns with them, please contact the person responsible for the overall supervision of your case, who will be named in the client care letter we sent you at the beginning of your matter.

If you do not feel able to raise your concerns with either the person working on your case or their supervisor, or if you have raised your concerns with either of them and you are not satisfied with the response, you can refer the matter to the firm's Complaints Manager, who is Lucy Mignot, by emailing lucy.mignot@blanchardsbailey.co.uk or writing to Lucy Mignot, Blanchards Bailey LLP, Newborough House, 3 Queen Mother Square, Poundbury, Dorset DT1 3BJ.

Making a complaint will not affect how we handle your case.

If you wish to make a complaint, you should:

- Complain as soon as possible;
- Provide your full name and contact details;
- Provide us with your file reference number, if you have it;
- Be clear on what the issue is and how you would like it to be resolved;
- Allow us up to eight weeks to resolve your complaint.

3. Handling and Resolving a Complaint

We will write to you within five working days, acknowledging your complaint and enclosing a copy of this policy.

We will investigate your complaint. This will usually involve:

- Reviewing your complaint;
- Reviewing your file(s) and other relevant documents; and
- Liaising with the person who dealt with your matter.

We may also need to ask you for further information or documents. If so, we will ask you to provide this information within a specific period of time.

We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you by telephone or video conference, if appropriate.

We will provide you with a written outcome, following the investigation into your complaint, to tell you what we have done and what we propose to do to resolve your complaint

Our aim is to resolve all complaints within 8 weeks from the date of receipt.

If you are not satisfied with the outcome, you may refer your complaint to the Legal Ombudsman Service.

The Legal Ombudsman service is free of charge and can investigate complaints about the legal service you have received from us.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned, or within one year from when you should reasonably have known there was cause for a complaint. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman's details are:

Website: www.legalombudsman.org.uk

Phone Number: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Address: Legal Ombudsman PO Box 6167, Slough, SL1 0EH

The Legal Ombudsman service deals with complaints about service. If you are concerned about our conduct or behaviour, rather than our service, your complaint should be addressed to the Solicitors Regulation Authority (SRA).

The SRA's details are:

Website: <https://www.sra.org.uk/consumers/problems/>

Phone Number: 0370 606 2555

Contact page: <https://www.sra.org.uk/home/contact-us/>

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