



Foleys Solicitors Complaints Procedure

We are committed to providing a high-quality legal service to our clients. When something goes wrong, we need you to tell us about it. This will help us to resolve any mistakes or misunderstandings and improve our standards.

If you have a complaint, please raise the problem with the fee earner responsible for your matter in the first instance to enable them to try and resolve the matter. Very often any concerns you have can be resolved by speaking to the fee earner who is working on your case, or their supervisor, and they will be only too happy to explain what they are doing or resolve any issue you have.

If for any reason your concerns have not been resolved having raised it with the fee earner responsible for your matter or their supervisor, please follow our complaints procedure as set out below.

Contact

Please contact David Acklam, by one of the following methods:

- (a) by e-mail to david@foleys-solicitors.co.uk;
- (b) in writing to: David Acklam Suite 17 The Globe Centre, Accrington, BB5 0RE; or
- (c) by telephone: 01254 391223.

When contacting us, please ensure that you provide us with your file reference number(s).

Acknowledging and Logging

We will acknowledge receipt of your complaint in writing within three days of receiving it.

We will record your complaint on our central register.

Investigating and Responding

Once we have acknowledged and recorded your complaint, we will then start our investigations. This will normally involve our Complaints Partner reviewing your file and speaking to the member of staff who acted for you.

Within 14 days of sending you the acknowledgement letter our Complaints Partner may invite you to a meeting to discuss and resolve your complaint. If you do not want a meeting or it is not possible, our Complaints Partner may instead offer you a chance to discuss the matter by telephone.

Within three days of the meeting, or any telephone conversation we have with you instead of a meeting, our Complaints Partner will write to you to confirm what took place and any solutions we have agreed with you.

In any event, our Complaints Partner will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the written acknowledgement of your complaint.

Opportunity to Respond

If, after receiving our initial response, you are still not satisfied, you should contact us again and we will arrange for another partner or someone unconnected with the matter at the firm to review the decision.

We will then write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If we have to change any of these timescales we will let you know and explain why.

Independent Mediation / Alternative Dispute Resolution

If a complaint cannot be resolved you may also be able to ask for it to be referred to a process of alternative dispute resolution using a certified provider. There are three providers available:

- (a) Ombudsman Services;
- (b) ProMediate; or
- (c) Small Claims Mediation.

We are not required to agree to such a request. We must also advise that this option is not available to businesses, only consumers.

We will provide more information about this option if it becomes relevant.

Legal Ombudsman

If you are still not satisfied, you can contact the Legal Ombudsman:

Legal Ombudsman
PO Box 6167,
Slough
SL1 0EH

Tel: 0300 555 0333

E-mail: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response or within six months of the act or omission about which

you are complaining (or if outside this period) within 1 year of when you should reasonably have become aware of it.

Please Note: The Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.

Solicitors Regulation Authority ('SRA')

We are regulated by the SRA. If you believe Foleys Solicitors or any individual within the firm has breached any of the [SRA Principles](#) then you may report the issue directly to our regulator and you can find more details on how and when to report an issue to them on their website www.sra.org.uk.

Please Note: The SRA does not have the power to award compensation for poor service, or to reduce or refund your legal fees. If your report relates to these issues you will be signposted back to the Legal Ombudsman.

Jonathan Parkinson

Managing Partner