

MEADE KING LLP

COMPLAINTS HANDLING PROCEDURE

Our complaints policy

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 immediately so that we can do our best to resolve the problem for you.

Our complaints procedure

If you have a complaint please contact us with the details as soon as possible as this will give us a better opportunity to provide you with a constructive response. The Legal Ombudsman will only investigate complaints up to six years from the date of the problem or three years from the date that it came to your attention but you will need to raise your concerns with us first.

What will happen next?

- 1 We will send you a letter acknowledging receipt of your complaint within 3 days of us receiving it, enclosing a copy of this procedure.
- 2 We will then investigate your complaint. This will normally involve passing your complaint to the partner in charge of the department dealing with the matter who will review the file and interview the member of staff who acted for you.
- 3 If the complaint relates to the partner in charge of the department or if you request that it is dealt with by someone else, it will be dealt with by our designated complaints handling partner.
- 4 Within 21 days of receipt of your complaint the partner investigating the matter will either invite you to a meeting to discuss the matter or will send you a detailed written reply to your complaint, including his or her suggestions for resolving the matter.
- 5 If a meeting takes place the partner will, within 3 working days afterwards, write to you to confirm what took place and any solutions agreed with you.
- 6 If after a meeting or receipt of a detailed written response to your complaint you are still not satisfied you should contact us again and we will arrange for our designated complaints partner to review the decision.
- 7 We will write to you within 21 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
- 8 If we have been unable to settle your complaint using our internal complaints process you have a right to complain to the Legal Ombudsman within;
 - Six months of receiving a final response to your complaint and
 - Six years from the date of act/omission; or
 - Three years from when you should reasonably have known there was cause for complaint (only if the act took place more than six years ago).

The Legal Ombudsman is an independent complaints body established under the Legal Services Act 2007 that deals with legal services complaints. You may make your complaint by telephone (0300 555 0333), by email to enquiries@legalombudsman.org.uk or in writing to the Legal Ombudsman at PO Box 6806 Wolverhampton WV1 9WJ. In order for the Legal Ombudsman to become involved the act or omission, or the date when you should have reasonably known

there was cause for a complaint, must have been after 5 October 2010. Further information is available at www.legalombudsman.org.uk.

- 9 Alternative complaints bodies (such as ProMediate – see www.promediate.co.uk) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

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