

Lamb Brooks LLP
COMPLAINTS POLICY

1 We are committed to providing a high-quality legal service, but acknowledge that we may not always get it right. If you have concerns regarding our service or invoice, please tell us.

2 How do I make a complaint?

2.1 You should initially raise any concerns with the Head of Department.

2.2 If the Head of Department cannot resolve the matter to your satisfaction, please contact the Complaints Partner, Nigel Bourne (or if the complaint concerns Nigel Bourne, please contact one of the Managing Partners, Robert Finlayson or Andrew Lowe).

2.3 You can contact us in writing (by letter, fax or email) or by telephone, as follows:

Telephone: 01256 844888

Fax: 01256 330933

Write to: Lamb Brooks LLP, Victoria House, 39 Winchester Street, Basingstoke, RG21 7EQ

Email: nigel.bourne@lambbrooks.com or robert.finlayson@lambbrooks.com or andrew.lowe@lambbrooks.com

2.4 To help us to understand your complaint and so we do not miss anything, please tell us:

2.4.1 your full name and contact details

2.4.2 what you think we have got wrong

2.4.3 what you hope to achieve as a result of your complaint, and

2.4.4 your file reference number (if you have it)

2.5 If you require any help in making your complaint, we will try to help you.

3 How will you deal with my complaint?

3.1 We will write to you within two working days, acknowledging your complaint and enclosing a copy of this policy. We will also record your complaint in our complaints register.

3.2 We will investigate your complaint, which usually involves: reviewing your complaint, reviewing your file(s) and any other relevant documents, and speaking with the person dealing with the matter.

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

3.4 We will update you on the progress of your complaint at appropriate times.

3.5 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 do so, or if you are unable to. We will be happy to discuss the matter with you over the telephone.

3.6 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement.

4 What if I am not satisfied with the outcome?

4.1 If you are unhappy with the outcome of our complaints handling procedure, please first let us know and we will review the matter.

4.2 If you are still unhappy, you can ask the Legal Ombudsman to look into your complaint. You can contact the Legal Ombudsman:

By post: PO Box 6806, Wolverhampton, WV1 9WJ

By telephone: 0300 555 0333, or

By email: enquiries@legalombudsman.org.uk

4.3 You must usually refer your complaint to the Legal Ombudsman within six months of our final written response to your complaint and within six years of the act or omission about which you are complaining occurring (or within three years of you becoming aware of it). Further details are available on the website: www.legalombudsman.org.uk.

4.4 Alternative complaints bodies (such as Ombudsman Services <https://www.ombudsman-services.org/>) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We have, however, chosen not to adopt an ADR process. If, therefore, you wish to complain further, you should contact the Legal Ombudsman.

5 What will it cost?

5.1 We will not charge you for handling your complaint, but if we have issued a bill for work done on the matter and all or some of the bill is not paid, please note that we may be entitled to charge interest on the amount outstanding.

5.2 The Legal Ombudsman service is free of charge.