

DAVID JONES (SOLICITORS) LTD
Our complaints policy

We are committed to providing the highest quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards. This is also why, at the end of every matter, we send a Client Satisfaction Questionnaire so that we can monitor our performance.

Our complaints procedure

If you have a complaint, contact us with the details. Further information is set out in our Client Care letter which you will have received at the outset of the matter.

Please feel free to contact either our Practice Manager, Ms Emma Bennett, in the first instance or Mr Dylan Moore, our Senior Partner and Complaints Officer.

What will happen next?

1. We will send you a letter acknowledging your complaint and, if necessary, ask you to confirm or explain the details set out. We will also let you know the name of the person who will deal with your complaint. You can expect to receive our letter within ten working days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within five working days of receiving your complaint.
3. We will then investigate your complaint. This normally involves the following steps.
 - We will pass your complaint to Mr Dylan Moore, our Complaints Officer, within five working days of receiving your complaint.

- He will ask the member of staff who acted for you to reply to your complaint within fifteen working days of receiving your complaint. Alternatively he may write to you himself.

4. Mr Moore may then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within twenty-five working days of receiving your complaint.

5. Following any such meeting Mr Moore will write to you to confirm what took place and any solutions he has agreed with you. If you do not want a meeting or it is not possible, Mr Moore will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within five working days of completing the investigation.

6. At this stage, if you are still not satisfied you can contact us again. We will then arrange to review our decision. This will happen in one of the following ways.

- Another Director of the firm will review Mr Moore's decision within ten working days of your request for a review.
- We will ask our local conciliation scheme (if available) to review your complaint within ten working days of Mr Moore's decision. We will let you know how long this process will take. By acting as an independent third party, local conciliation officers can bring objectivity to the situation with a view to sorting the matter out in a practical and informal fashion.

7. We will let you know the result of the review within five working days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.

If you are not satisfied, you can contact the Legal Ombudsman at PO Box 6167, Slough, SL1 0EH about your complaint (<https://www.legalombudsman.org.uk>)

(0300 555 0333). Please note that there are time limits for making complaints. The Legal Ombudsman allows eight weeks (from the date of your initial complaint) to put things right. If you are not happy with our final response you can complain to the Legal Ombudsman. You can also contact the Legal Ombudsman if we do not provide a response within eight weeks. Complaints about poor service or Solicitors conduct must be made within six months of the end of the work or our final response to your complaint or the conduct having taken place.

(<https://www.legalombudsman.org.uk/media/iatjbphd/guidance-scheme-rules-faq-april-2023.pdf>)

If you wish to apply for a Remuneration Certificate you must generally do so within one month (but this can be extended to three months in some circumstances). The Legal Ombudsman can give further information on time limits. The Legal Ombudsman may not consider a complaint about the bill if you have applied to the court for assessment of the bill.

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

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority or write to them at: The Cube, 199 Wharfside Street, Birmingham, B1 1RN (<https://www.sra.org.uk>) (0370 606 2555).