

**MACKARNES & LUNT**  
**CLIENT COMPLAINT INFORMATION**

**Policy**

We take very seriously all expressions of dissatisfaction from our clients. Please raise any issues you may have verbally or in writing to your lawyer or to the Complaints Partner, Samantha Small, who is responsible for dealing with complaints. This policy explains our procedures for handling complaints to ensure that each complaint is dealt with swiftly in an attempt to reach an amicable and satisfactory solution.

**Reporting & Investigation Responsibilities**

Informal verbal complaints should be addressed to your lawyer in the first instance. If you are not satisfied with their response, then the matter should be taken up directly with the Complaints Partner. If the matter cannot be resolved informally with your lawyer, it would assist investigations if you were to fully detail your concerns in writing so there is less room for misunderstanding your concerns and requirements.

**Response Times**

Written complaints will be acknowledged by return whereby the name of the person responsible for handling the complaint will be confirmed. A full reply will be sent as soon as the matter has been investigated and will include proposals for dealing with your concerns. We will always endeavour to provide a full response within 7 working days. If that is not possible, an interim response will be given explaining why it is not possible to meet this deadline, when we expect our investigations to be completed and a response finalised. If the complaint has not been resolved within eight weeks, you have the right to take your complaint to the Legal Ombudsman.

Any complaint investigation is carried out free of charge.

You may also have a right to complain about or challenge your bill by applying to the Court for an assessment of the bill under Part III of the Solicitors Act 1974 (please see the reverse of your bill, where this information is set out). If all or part of the bill remains unpaid, we may be entitled to charge interest.

**Unresolved Issues**

In the unusual event that we are unable to resolve the issues to your satisfaction, you are able to take the matter up with the Legal Ombudsman. The contact details are:

- Address: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ
- Web: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- Telephone: 0300 555 0333
- Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

The Legal Ombudsman will normally expect you to have taken the matter through our complaints procedure before he will investigate your complaint. In normal circumstances the Legal Ombudsman expects you to refer the matter to his office within 6 months of receiving a final written response from us regarding your complaint, and within 6 years of the act or omission about which you are complaining occurring (or if you are outside this period, within 3 years of when you should reasonably have been aware of it). The Legal Ombudsman may not consider a complaint about the bill if you have applied to the Court for assessment of the bill.

**Management**

All complaints are recorded and logged centrally to enable us to detect recurring problems and trends. As necessary, we will implement corrective action in response to individual complaints and improvement measures to prevent adverse trends and correct recurring problems. In this manner, we aim to constantly improve the service we

provide.