

COMPLAINTS HANDLING PROCEDURE

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. This will help us to improve our standards. If at any point you become unhappy with the service we provide to you or you have concerns about your bill, then you should inform us immediately so that we can do our best to resolve the problem for you.

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Principal and Director Wendy Gouldingay, who will review your matter file and speak to the member of staff who acted for you.
3. She will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, she will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, she will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the firm to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If we are unable to resolve your complaint within eight weeks after you have brought it to our attention, then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about poor service from lawyers.

The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem. If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of our final response to your complaint. The contact details for the Legal Ombudsman are as follows:

- Website: www.legalombudsman.org.uk
- Email: enquiries@legalombudsman.org.uk
- Telephone 0300 555 0333 between 8.30am to 5.30pm

Calls from both mobiles and landlines to 03 numbers cost no more than calls to national geographic numbers (starting 01 or 02). Calls are recorded and may be used for training and monitoring purposes.

- For minicom call 0300 555 1777
- In writing: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Do not send original documents to the Legal Ombudsman. They will scan any documents you send to make computer copies and then destroy the originals.

9. The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for concerns about dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can raise your concerns directly with the Solicitors Regulation Authority (www.sra.org.uk).
10. If we have to change any of the timescales above, we will let you know and explain why.
11. We will not charge you for handling your complaint.

Wendy Gouldingay

From: Solicitors Regulation Authority <no.reply@mail.sra.org.uk>
Sent: 06 December 2018 10:03
To: Wendy Gouldingay
Subject: SRA Digital Badge - now available

[View online](#)



Dear Miss Gouldingay

We are pleased to announce that the new SRA digital badge is now available for you to use on your website.

Provided via software which will make sure only regulated firms can display it, the badge will show online visitors that you are regulated and provide them with a link to information on the protections this provides. Displaying the badge will help you differentiate yourself from unregulated providers.

Use of the badge is initially voluntary but will become a mandatory requirement during 2019.

Registering your website address

The badge will only work with websites linked to a regulated firm's mySRA. Before attempting to add the badge to your site, please [log in to mySRA](#) and enter your website address or check it is properly recorded.

If you have more than one website or subdomain, please provide us with the details of all of your sites/domains [using this form](#).

Please allow at least 24 hours after updating any website details before attempting to use the badge.

Adding the badge to your website

The digital badge is provided by our development partner Yoshki, who will administer the scheme to make sure only regulated law firms can display it.

The badge is available in three different colour variations, as well as in Welsh. You can add the badge to your website by visiting the [SRA section of the Yoshki site](#).

On this site you will find an easy-to-follow user guide, frequently asked questions and information on how to get technical support.

Support

If you experience any difficulties in using the badge, please refer to the dedicated support available on the Yoshki website.

You should also be aware that our price transparency rules come into effect today. As a reminder, you can find information on the rules, including guidance, on the [SRA transparency page](#).

Paul Philip
Chief Executive
Solicitors Regulation Authority

Email from us