

Willsons Complaints Procedure

Our complaints policy

Willsons Solicitors is 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.

Our complaints Procedure

If you have a complain please provide us with full details in writing. You can contact us at Willsons Solicitors, Coton Chambers, 35 Coton Road, Nuneaton, CV11 5TW, 02476 387821 , or via email to the person who has conduct of your matter.

We will deal with your complaint properly, fairly and free of charge.

What will happen next

- 1) Having contacted the person who is handling your case and raising your concerns, those concerns will be investigated and the person who has conduct of your case will respond within 7 days of you raising your concerns.
- 2) If you are not satisfied with the response you have received from the person who has conduct of your case, please write to the supervising partner of the person who has conduct of your case raising your concerns. The supervising partner will then review your file and respond to your concerns within 7 days of receipt of your letter or email.
- 3) If you do not receive a response or, if that response from the supervising partner is unsatisfactory, then please write to Annamaria Stanford, the Client Care Partner of the firm, who is responsible for dealing with complaints.
- 4) Annamaria Stanford will write to you acknowledging your complaint and may ask you to provide further details if necessary. You can expect to receive an initial letter acknowledging your complaint from Ms Stanford within one week of receipt of your complaint by her.
- 5) We will record your complaint in our Central Register within 7 days of receiving your complaint.
- 6) We will then investigate your complain. This will normally involve the following steps..
 - a) Annamaria Stanford will review your complaint in the event that the complaint is about Annamaria Stanford it will be investigated by Heather Wolfe.
 - b) We will ask the member of staff who acted for you to comment on your complaint within 2 weeks.
 - c) We will then consider your complaint, the comments of the relevant member of staff and examine your file. We will if necessary also speak to the member of staff who acted for you. This will take up to two weeks from receiving their comments and the file.
 - d) Annamaria Stanford, or Heather Wolfe, will then write to you with a detailed reply to your complaint. This will include our suggestion for resolving the matter. We will do this within eight weeks of our acknowledging your complaint.

- e) However, if you remain unhappy with our response then you can refer your complaint to the Legal Ombudsman (LeO) an independent complaints body established under the Legal Services Act, who can investigate complaints about the legal service you have received from us.
- f) The Legal Ombudsman can investigate complaints up to one year from the date of the problem occurring or one year from when you should have realised there were cause for complaint.
- g) If you wish to refer your complaint to the Legal Ombudsman, this must be done within 6 months of the date and our final response letter.
- h) You can contact the Legal Ombudsman via visiting www.legalombudsman.org.uk. Contacting them on 03005550333 or via email on enquiries@legalombudsman.org.uk Or you can write to them at;

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Your right to complain is not restricted simply to our conduct but also about the amount of our bill. In addition to your rights to complain about our bill under our complaints procedure, and to the Legal Ombudsman, you may also have a right to object to the bill by applying to the Court for an assessment of the bill under Part 3 of the Solicitors Act 1974. We are obliged to inform you that if all, or any part of the bill remains unpaid, we may be entitled to charge interest upon it.

Any complaints against our Complaints Partner, Anniemarie Stanford, will be investigated in the exactly the same way as set out within this policy and procedure by Peter Tustain.

In addition, to directing a complaint to the Legal Ombudsman (LeO) you will be able to refer your dispute for alternative dispute resolution (ADR) there are three institutions available to deal with disputes in the legal services sector, namely The Ombudsman Services, Pro-Mediate, and Small Claims and Mediation. If required we will provide contact details for those mediation services.

You also have the right to make a report to the Solicitors Regulation Authority (SRA) in the event that your complaint relates to..

- A breach of a principle of the SRA standards and regulations 2019 and/or;
- Allegations of dishonesty or discrimination

To make a report, see <http://www.SRA.org.uk/consumers/problems/report-solicitor.page> or contact the SRA at;

Solicitors Regulation Authority,
The Cube,
199 Wharfside Street,
Birmingham,
B1 1RN