



Suite 13  
Wing Yip Business Centre  
278 Thimble Mill Lane  
Birmingham B7 5HD

Tel: 0121 - 327 0118

0121 - 327 0652

Fax: 0121 - 328 7867

Email: [solicitors@loyntonlaw.co.uk](mailto:solicitors@loyntonlaw.co.uk)

Website: [www.loyntons.com](http://www.loyntons.com)

## COMPLAINTS HANDLING PROCEDURE

### Our Complaints Policy

We are committed to providing high-quality legal advice and client care to all of 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 complaint, please write to the firm's Client Care Person is Jenny Loynton at Suite 13, Wing Yip Business Centre, Thimble Mill Lane, Nechells, Birmingham, B7 5HD. You can also telephone them on 0121 327 0118. If we have to change any of the timescales set out below we will let you know and explain why.

### What Will Happen Next?

1. We will send you a letter acknowledging receipt of your complaint within 7 days of our receiving the complaint and enclosing a copy of this procedure. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint.
2. We will then record your complaint in our central register and open a file for your complaint.
3. We will then investigate your complaint. This will normally involve a review of the file and us speaking to the members of staff whom you have dealt with.
4. We will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
5. Within 3 days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
6. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
7. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the firm such as a review by another local solicitor or mediation to review the decision.

8. 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.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ, telephone 0300 555 0333, email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) to consider the complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

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

If you are unhappy with our behaviour, the Solicitors Regulation Authority can help. This could be for things like dishonesty, taking or losing money or treating you unfairly because of your age, a disability or characteristic. Visit: [www.sra.org.uk](http://www.sra.org.uk)

We will not charge you for handling your complaint but please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding. This is explained in our Terms of Business. The Legal Ombudsman service is free of charge.

Please note the matter will be treated as resolved if there is no follow up from you within three months of any letter of substantive response.

## **USEFUL LINKS**

Legal Ombudsman – <http://www.legalombudsman.org.uk/>

Solicitors Regulation Authority – [www.sra.org.uk](http://www.sra.org.uk)

If your complaint relates to a breach of SRA Principles or to an allegation of dishonesty or discrimination, you should report the matter to the SRA [www.sra.org.uk/consumers/problems/report-solicitor.page#how-report-sra](http://www.sra.org.uk/consumers/problems/report-solicitor.page#how-report-sra)

Our email address – [solicitors@loyntonlaw.co.uk](mailto:solicitors@loyntonlaw.co.uk)