



COMPLAINTS PROCEDURE – INFORMATION FOR CLIENTS

Our Complaints Policy

Standley & Co are committed to providing a high-quality legal service to all our clients. If something goes wrong or you are not happy with the service you receive we need you to tell us about it. This will help us to improve our standards.

Our Complaints Procedure

Your complaint has been passed to, our Client Care Partners Judith Hunt and Stephen Gooden. You can contact them at our Head office, 1612 High Street, Knowle, B93 0JU, telephone 01564 776287 or by email to partners@standley.co.uk

Our Client Care Partner will deal with your complaint directly; however he/she may pass your complaint to the fee earner in charge of the department involved in your complaint.

What Will Happen Next

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within three working days of us receiving your complaint.

2. We will record your complaint in our Central Register and open a file for your complaint. We will do this within one working day of receiving your complaint.

3. We will then start to investigate your complaint. This may involve one or more of the following steps:

We may ask the member of staff who acted for you for a response to your complaint within five days.

We may examine their reply and the information in your complaint file. We may then ask them for more information. This will take up to four days from receiving their reply and the file.

4. We will invite you to meet with us to discuss and hopefully resolve your complaint. We will do this within three days of receiving all the details we need from the member of staff who acted for you.

5. Within three days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you.

If you do not want a meeting or it is not possible we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. This will happen within five days of us completing our investigation.

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

The person dealing with the complaint will review his / her own decision within five days

We will arrange for someone in the firm who has not been involved in your complaint to review it. They will do this within 10 days.

The Client Care Partner in charge of your complaint will review it within 10 days.

With your permission, we may request the Legal Ombudsman to provide assistance. We will let you know how long this process will take.

7. We will let you know the result of the review within five 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.
8. If you are still not satisfied, you can contact the Legal Ombudsman at:
PO Box 6806
Wolverhampton
WV1 9WJ
Telephone 0300 555 0333
Email: enquiries@legalombudsman.org.uk
9. There will be no charge made for the cost of handling your complaint.

It is also open to you to raise your concerns with the Solicitors Regulation Authority. Standley & Co are authorised and regulated by the Solicitors Regulation Authority, ID No. 55725. Please follow this link if you would like to view the Solicitors Handbook: www.sra.org.uk.