

## CLIENT CARE INFORMATION AND COMPLAINTS PROCEDURE

### Our complaints policy

At Graysons we are committed to providing a high quality legal service to all our clients. If something goes wrong, we want you to tell us promptly so that we can take effective steps to deal with your concerns or complaint and use the experience to improve our standards generally.

### Definition of a complaint

The firms define a complaint as being an oral or written expression of dissatisfaction which alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience or other detriment. Or that the service received may fall below what may reasonably be expected to receive from a solicitor.

### Our complaints procedure

If you have a complaint about our services or our charges, in the first instance please contact the person dealing with your matter. Make contact in whichever way is convenient to you – telephone, e-mail or letter. That person will make every effort to allay your concerns but if you are still not satisfied please contact our HR and Quality Manager Emma Briault

**Email:** [emma.briault@graysons.co.uk](mailto:emma.briault@graysons.co.uk)

**Post:** Emma Briault – Complaints. Graysons Solicitors, Courtwood House, Silver Street Head, Sheffield, S1 2DD

As you do so, or indeed if you forward your complaint to us in writing (letter or e-mail) at any time, your complaint will be treated as formal and therefore will become subject to the following arrangements.

Your complaint will be acknowledged in writing. You can expect to receive our letter of acknowledgement within two working days of us receiving your complaint. Details of the complaint will then be forwarded to the Supervisor responsible for the Department dealing with your matter.

### What will happen next?

1. When we acknowledge receipt of your complaint, we will let you know the name of the person who will be dealing with it.

2. Our Quality Manager will record your complaint in our central register and open a file for your complaint.

3. We will then start to investigate your complaint. This may involve any or all of the following steps:-

- The member of staff who has acted for you will be asked to comment on your complaint.
- The investigating supervisor will review the file relating to your matter and/or arrange a meeting with the person who dealt with your matter
- The investigating supervisor may request further information from you in order to complete the investigation,
- The investigating supervisor will arrange a meeting with you to clarify the nature and detail of your complaint. A telephone call to you may be sufficient for this purpose.
- The investigating Supervisor will then consider all of the information gathered relating to your complaint and decide on the most appropriate resolution to the situation.

4. We will write to you confirming the results of our investigations and our proposed resolution. We may decide to invite you to attend a meeting with the Partner or supervisor responsible for investigating your complaint to discuss this. We will endeavour to send this letter to you within **14 working days** of the date of our letter of acknowledgement of your complaint. If we are unable to do this will inform you of when a full response will be sent to you. In any event, we will seek to resolve your complaint as soon as practicable but the timing may be affected by holidays, illness etc.

5. At this stage, if you consider that your complaint has not been satisfactorily resolved, contact our Quality Manager, Emma Briault. We may ask you to give us further details and information explaining the reasons for your continued dissatisfaction.

We will then review our decision. This will happen in one of the following ways:-

- The Partner or supervisor responsible for the investigation may review his/her decision
- We will arrange for someone in the firm who has not been involved in the investigation of your complaint to review the decision.  
We will let you know the name and status of that person
- Our Senior Partner will review your complaint
- We may invite you to attend a further meeting in connection with the investigation.

In any event we will write to you detailing the result of the review within **14 working days** of your last contact with our Quality Manager. We will confirm our final position in relation to your complaint and explain our reasons.

If, during the handling of your complaint, we have to change any of the timescales set out above or amend or vary the procedure outlined, we will let you know and explain why.

### **Legal Ombudsman**

If you are not satisfied with our investigation of your complaint, our resolution or review, you may contact The Legal Ombudsman about your complaint.

You can write to them at:

PO Box 6806

Wolverhampton

WV1 9WJ

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Tel: 0300 555 0333

Any complaint to the Legal Ombudsman must usually be made within 6 months of the date of our final written response to your complaint.

## **SRA**

Graysons Solicitors is a law firm regulated by the Solicitors Regulation Authority, registered number 50123.

The Solicitors Regulation Authority can help if your complaint relates to our conduct, for example, if you feel that you have been treated unfairly or that we have acted in breach of professional requirements. More information about about how or when to refer your complaint to the SRA can be found on the link below.

<https://www.sra.org.uk/consumers/problems/report-solicitor/>

## **SRA Contact**

Address: The Cube, 199 Wharfside Street, Birmingham, B1 1RN

DX 720293 BIRMINGHAM 47

Phone: 0370 606 2555

Email: [contactcentre@sra.org.uk](mailto:contactcentre@sra.org.uk)

## **Insurance**

Graysons is insured with:

Allianz Global Corporate & Specialty SE 60 Gracechurch Street London EC3V 0HR Great Britain

The indemnity limit is £10 million and coverage is worldwide.