

SPRATT ENDICOTT
OUR COMPLAINTS HANDLING POLICY

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.

1. If you have a complaint, in the first instance, please contact the person handling your case. We hope that most misunderstandings can be resolved at this stage.
2. The person dealing with the matter will make a note of your complaint on the file, outlining the nature of the complaint and what was said. A copy of this note will be passed on to our Client Care Partner, John Spratt.
3. If the complaint is not resolved to your satisfaction at this stage, please raise it with John Spratt (or if the complaint is about John Spratt, David Endicott). On receipt of your complaint:-
 - a. John/David will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
 - b. John/David will then investigate your complaint. This will normally involve our reviewing your matter file and speaking to the member of staff who acted for you.
 - c. John/David will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
 - d. Within five days of the meeting, John/David will write to you to confirm what took place and any solutions he has agreed with you.
 - e. If you do not want a meeting or it is not possible, John/David will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
 - f. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner unconnected with the matter at the firm to review the decision.
 - g. 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.
4. If you are still not satisfied, you can contact Legal Ombudsman, PO Box 15870, Birmingham B30 9EB about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.

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