

Graham Coffey & Co Complaints Procedure

1. Any initial informal complaint received by the file handler whether in writing , by telephone or in a meeting should be acknowledged and investigated in full by the file handler.
2. Any request by the client for a face to face meeting should be accommodated.
3. Clients should at this informal stage be reminded of the formal complaints procedure.
4. The file handler should consider what aspects of the complaint are justified and if any advise the client what steps are to be taken to remedy the complaint.
5. If the file handler feels the complaint is unjustified then the client should be advised in detail of the reasons for this decision and again be reminded of the formal complaints procedure.
6. All formal complaints will be passed directly to the Managing Partner Stuart Snape who will place it immediately into the central complaints folder.
7. An acknowledgement letter in response to the complaint will be sent within 7 days of receipt explaining the complaints procedure and setting out their right to further review by the Legal Ombudsman.
8. A copy of this complaint procedure must be provided with the acknowledgement.
9. Thereafter the complaint must be fully investigated and a detailed reply sent to the client within 21 days (28 days from receipt of the formal complaint) highlighting the outcome of the investigation.

Specifically :

- (i) Those aspects of the complaint that have been upheld and what action has been taken to resolve the complaint.
 - (ii) Those aspects of the complaint that are viewed as unjustified with explanation.
 - (iii) Irrespective of (ii) recommendations to avoid cause for complaint in the future.
10. All complaints should be placed in the central complaints folder and periodically reviewed to establish any common cause of complaint or avoidable trend.

The Legal Ombudsman

If you do not hear from us within 8 weeks or if you are not happy with our decision then you are entitled to make a further complaint to the Legal Ombudsman.

It is important to note that they will only deal with your complaint if ;

- it is brought within 6 months of our final decision;
- it relates to a matter which occurred after the 5th October 2010;
- it relates to a matter that occurred within 6 years or within 3 years of you first becoming aware of the problem.

Should you wish to refer the matter to the Legal Ombudsman their details are :

The Legal Ombudsman
Po Box 6806
Wolverhampton
WV1 9WJ

Tel: 0300 555 0333

www.legalombudsman.org.uk

If you have any queries regarding the above procedure please do not hesitate to contact us.