

SYMONDS SOLICITORS
COMPLAINTS PROCEDURE

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SYMONDS SOLICITORS
COMPLAINTS PROCEDURE

Dear Mrs Harshaw

Re: Our Complaints 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 maintain and to improve our standards and if necessary to amend any procedures which may have proved to be inadequate.

Our Complaints Procedure

If you have a complaint please contact us with the details. You may do so either in writing or by telephone, or if you have the facility by e-mail.

What Will Happen Next?

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

2. We will record your complaint in our central register and open a file for your complaint. We will do this forthwith upon our receiving your complaint.

3. We will acknowledge your reply and confirm what will happen next. You can expect to hear from us within five working days of your reply.
4. We will then start to investigate your complaint.

This may involve one or more of the following steps:-

- If we acted for you we will consider your complaint again. We will then send you our detailed reply or invite you to a meeting to discuss the matter. We will do this within ten days.
 - If someone else acted for you we will ask them to give us your reply to your complaint within five days. We will do this within a day.
 - We will then examine their reply and information in your complaint file. We may also speak to the person who acted for you. We will do this within five days of receiving their reply and the file.
 - We will then ask another independent local solicitor to investigate your complaint and report to us. We will do this within five days.
5. We will then write inviting you to meet us to discuss and hopefully resolve your complaint. We will do this within five days.
 6. Within five 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. We will do this within five days of completing our investigation.

7. At this stage if you are still not satisfied you can write to us again. We will then arrange to review our decision. This may happen in one of the following ways:-

- We will review the decision ourselves within five days.
- We will arrange for someone who is not connected with the complaint to review our decision. We will do this within ten days.
- We will ask our local Law Society or other local firm of solicitors to review your complaint within ten days. We will let you know how long this process will take.
- We will invite you to agree to independent mediation within five days. We will let you know how long this will take.

8. We will let you know the result of the review within five days from the end of the review. At this time we will write to you confirming our final position on your complaint and explain our reasons. We will give you the name and address of the Legal Complaints Service. If you are still not satisfied you can contact them about your complaint.

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

M Symonds
Director

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