

## **Policies and Procedures**

### **Complaints Handling Procedure**

#### **What you must know and actions you must take**

We are committed to providing legal services of the highest quality to all of our clients. However, at times there will be some clients who feel our services have not met their expectations. The way we respond to complaints/signs of dissatisfaction is an important part of maintaining relationships with those clients and wish to assure you that any complaint/sign of dissatisfaction will be fully looked into and if it is felt that there has been a drop in service level standards, appropriate steps will be taken to rectify the situation and prevent a similar issue in the future.

We will aim to use results of all investigations to help prevent any further similar complaints and put in place systems and procedures which will ensure improvements.

#### **Our Complaints Procedure**

RSA Law has a procedure for dealing with complaints. All complaints are referred by the person handling your case to their Team Manager, who ensures they are recorded on our central register. The Team Manager then investigates and responds. Complaints that cannot be resolved at this stage are then escalated to our Managing Partner and, ultimately, to the Legal Ombudsman, if the complaint cannot be resolved within 8 weeks of the initial notification to us.

If you have a complaint about any aspect of the service you have received or about a bill of costs, please write to us with the details and address your correspondence to the person handling your matter at the office where they wrote to you from and mark it as a complaint.

#### **What will happen next?**

We will deal with your complaint in accordance with our internal standard, as detailed below. Professional guidelines ensure this process must be completed within 8 weeks from the date of your complaint; however it is our aim to resolve the complaint to your satisfaction as promptly as possible. We will respond as follows:

- 1 we will send you a copy of this procedure, and an acknowledgement of your complaint providing you with confirmation of the Team Manager who will be dealing with your complaint;
- 2 at this stage we may provide you with a response to your complaint. If we cannot do so because we feel further investigation of your complaint is required, we will advise you of this and will provide you with a timeframe detailing when you should expect to receive our substantive response;
- 3 after our investigation we will send you our substantive response to your complaint. This will include suggestions for resolving the matter;
- 4 if you are still not satisfied at this stage you can write to us again. Your complaint will then be escalated to our Managing Partner and the Compliance team, who will review your complaint:

Maria Rodman  
Priory House  
Monks Ferry  
Birkenhead  
Merseyside  
CH41 5LH

mro@rsalaw.co.uk

- 5 we will let you know the result of the review upon its completion. At this time we will write to you, confirming our final position on your complaint and explaining our reasons;
- 6 if you are still not satisfied with our final response, you have the right to contact the Legal Ombudsman about your complaint. You have 6 months from the date you receive our final written response to raise your complaint with the Legal Ombudsman. The Legal Ombudsman will accept complaints up until 6 years after the date of the act/omission or 3 years after you should have become aware of the problem. The Legal Ombudsman will not accept complaints where the act or date of awareness was before October 2010.

The contact details for the Legal Ombudsman are:

*Legal Ombudsman*  
PO Box 6806  
Wolverhampton  
WV1 9WJ

Telephone: 0300 555 0333  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

### **Data Protection Act 1998**

In relation to personal data provided to us in the course of a complaint, which will enable us to deal effectively with the complaint, we confirm this data will be processed in compliance with the requirements of the Data Protection Act 1998.

### **Complaints from Third Parties**

Third parties are defined as 'persons, including solicitors, who are not clients of the Firm'. Each third party complaint received will be individually reviewed and appropriately responded to. When dealing with third parties, our duty of confidentiality to our clients will remain of the utmost importance.