

## **Pracctice Ltd Complaints Handling Policy**

### **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 improve our standards.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, please contact us in writing by letter to Suite 1, Falstaff House Sandy's Road Malvern Worcestershire WR14 1JJ or email to [mail@pracctice.com](mailto:mail@pracctice.com). Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority by visiting <https://www.sra.org.uk/consumers/problems/report-solicitor/>.

To help us to understand your complaint please tell us your full name and contact details, what you think we have got wrong, what you hope to achieve as a result of your complaint and the reference number of the matter about which you are complaining if you have one.

We have eight weeks in which to consider your complaint but will endeavour to respond to you within 21 days of the date of our acknowledgement letter. If we have not resolved it within this time you may complain to the Legal Ombudsman.

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

Your complaint will be passed to our Complaints Manager who will not only will endeavour to find a solution as quickly as possible but will also review our procedures and protocols and to identify any areas for improvement. In order to track your query, we create a new matter in our Complaints worktype. This way, regardless of what has triggered your initial concern, we will be able to record and centrally manage the matter.

The Complaints Manager will, if possible, contact you initially by telephone to discuss your concerns. Whether or not a telephone conversation has been possible, the Complaints Manager will write to you acknowledging receipt of your complaint and enclosing a copy of this procedure.

The Complaints Manager will then investigate your complaint, including reviewing your matter file and gathering appropriate evidence, speaking to the member of staff who acted for you and if necessary interviewing other witnesses.

Upon conclusion of his/her investigations the Complaints Manager will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of receiving your complaint.

At this stage, if you are still not satisfied, you should contact us again and we will arrange for our Escalation Manager to review the decision.

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. If you are still unhappy you can ask the Legal Ombudsman to look into your complaint. You can contact the Legal Ombudsman by post at PO Box 6806, Wolverhampton, WV1 9WJ, by telephone: 0300 555 0333, or by email at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). Normally, you will need to bring a complaint to the Legal Ombudsman ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)) within six months of receiving a final written response from us about your complaint or within a year of the act or omission about which you are complaining occurring (or you becoming aware of it).