

COMPLAINT PROCEDURE

WHAT TO DO IF YOU NEED TO MAKE A COMPLAINT

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. If you are unhappy with any aspect of the service you have received, please contact our practice manager: Sammy Metcalf, by phone, post or e-mail:

sammy.metcalf@wmclegal.co.uk

It is helpful if you can indicate as precisely as possible what it is that you are unhappy about and what you think we can do to put it right.

Data Protection Law

If you wish to make a complaint about how we use your data, please contact us and we will acknowledge your complaint within 30 days and we will comply with the Data Protection Act 2018 and the Data (Ue & Access) Act 2025.

What will happen if you make a complaint?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint within 10 working days whenever possible. This will normally involve passing your complaint to the client care partner for the relevant department who will review the matter which might involve asking you for further details, considering

your file and talking to other members of the firm, particularly those who were dealing with your matter.

3. We will then inform you of the outcome of the investigation in writing.
4. If a request is made to hold a meeting to discuss the complaint and the investigation that has been conducted, then such a meeting will be scheduled and hopefully the complaint will be resolved.
5. Within three days of any such meeting, we will write to you to confirm what took place and if appropriate any solutions that have been agreed with you. The solutions that may have been agreed may include the following: -
 - a) Offering an apology where the complaint is justified;
 - b) Transferring your file to another fee earner;
 - c) Agreeing and committing to writing an agreed plan for the future conduct of the case with timescales if necessary;
 - d) Making an adjustment to the costs charged, or offering compensation;
 - e) Advising you of your right to transfer to any other firm of solicitors.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner to review the matter and consider appropriate alternatives such as a review by another local solicitor or mediation to review the decision.
7. 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.
8. We are required to complete these steps within 8 weeks of your original complaint.
9. If you feel we have been unable to settle your complaint following the above process, you have a right to complain to the Legal Ombudsman, an independent body, established under the Legal

Services Act 2007. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- a. Within six months of receiving a final response to your complaint, and
- b. Not later than one year from the date of the act or omission being complaint about: or:
- c. Not later than one year from the date when you should have realised that there was cause for complaint.

There may be circumstances where the Legal Ombudsman has discretion to accept out of time complaints, please refer to the Legal Ombudsman's website for further details at www.legalombudsman.org.uk.

The contact details for the Legal Ombudsman are:

Legal Ombudsman, PO BOX 6167, Slough, SL1 0EH

0300 555 0333 or at enquiries@legalombudsman.org.uk.

10. Alternative complaints bodies such as Promediate, www.promediate.co.uk can be contacted instead of the Legal Ombudsman. They are competent to deal with complaints about legal services and we agree to the use of them.

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