



1 Our Client Care Procedure.

- 1.1 We are committed to providing a high quality legal service to all our clients. If something goes wrong we need you to tell us about it. This will help to improve our standards and the service we provide.
- 1.2 If at any point you become unhappy with the service we provide to you, then please inform us as soon as possible so we can do our best to resolve the problem for you.
- 1.3 In the first instances please mention any problems to the person who is working on your case as they may be able to quickly reassure you or explain any concerns or misunderstandings. If you have already done this without success or you feel it is not appropriate then we have a complaints procedure as detailed below.

2 Our Complaints Procedure

- 2.1 If you have a complaint, please contact Mr Tim Brooke, our Client Care Director. You can write to him at 15 Victoria Street, Nottingham, NG1 2JZ, by telephone on 0115 8511666 or by email to law@massers.co.uk. Please be assured that there are no costs for you to pay associated with making a complaint.

3 What Will Happen Next?

- 3.1 We will send to you a letter acknowledging your complaint and we may ask you for more information or to explain or clarify the details you have sent to us if there is any uncertainty.
- 3.2 We will also advise you of the name of the person who will be dealing with our complaint. You can expect to receive our letter within 2 working days of us receiving your complaint. We will record your complaint in our central register and open a file for your complaint.
- 3.3 We will promptly and thoroughly investigate all complaints. The investigation will be carried out by a suitably qualified person who usually will not have had any direct involvement in the case giving rise to the complaint.
- 3.4 We will write to you with our response to your complaint within 10 working days of receipt.
- 3.5 If you are not satisfied with the response you can write to us again within 21 days of the date of our response and ask us to review our decision. We will then arrange to do this promptly and we will write to you with our response to the review within 10 working days. This is the final step in our internal complaints procedure.
- 3.6 If we have to change any of the timescales above due to annual leave, sickness absence, or some other good reason we will let you know and explain why. We aim to resolve all complaints within 8 weeks of receiving the complaint.

4 Legal Ombudsman

- 4.1 If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigations complaints about service issues with lawyers.
- 4.2 The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.
- 4.3 You can contact the Legal Ombudsman by:

Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH
Website: www.legalombudsman.org.uk

5 Alternative Complaints Bodies

- 5.1 There are some alternative complaints bodies (such as pro-mediate) which are competent to deal with complaints about legal services if we both agreed to use this type of scheme. <https://www.tradingstandards.uk/consumers/adr-approved-bodies>
- 5.2 However, we believe the Legal Ombudsman's scheme is the most suitable so we would not agree to use another complaints body.

6 Solicitors Regulation Authority

- 6.1 The Solicitors Regulation Authority can also 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 another characteristic. In these cases contact details for the Solicitors Regulation Authority are:

Telephone: 0370 606 2555
Email: report@sra.org.uk
Post: The Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN.
Website: www.sra.org.uk