

UNDERWOODS SOLICITORS

Complaints Handling Procedure

1. Any complaint received from a client is treated very seriously. All details are recorded or studied if in a letter. The fee earner responsible for the client's file will then notify the partner in charge of complaints. A complaint will be acknowledged within 2 days of us receiving it. The client will then be sent a copy of this procedure.
2. The fee earner involved will study the complaint in detail, referring back to the client's file etc. The fee earner will then telephone the client to try to resolve the complaint over the phone and propose some course of action to remedy the situation and also to try and avoid it happening again. If the client is satisfied a report is then passed to the complaints partner to consider further preventative action.
3. If the client is not satisfied with the course of action proposed by the fee earner, then the complaint will be passed to the complaints partner for further investigation.
4. The complaints partner will, based on the information that he has gained from the file, and discussions with the fee earner, contact the client either by telephone or letter. He will try to resolve the problem and if appropriate come to an agreement with the client on the course of action to be taken.

5. Follow up action: corrective and preventative actions need to be taken to resolve the current complaint and prevent it happening again. Written confirmation should be given to the client of the final response.

6. All complaints, together with associated documentation, will be filed in a complaints' file and kept by the complaints partner.

7. If a client remains dissatisfied after exhausting the internal procedure, he or she should be referred to the Legal Ombudsman.