

# RUSSELL & CO COMPLAINTS PROCEDURE 2018

## 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.

## Our complaints procedure

- If you have a complaint, please contact your legal adviser first, set out the reasons you wish to complain about and the outcome you are seeking.
- Your legal adviser will make contact with you to discuss your concerns and arrange a discussion with you either in person or over the telephone to try to resolve the matter.
- If you do not feel that the resolution meets your expectations you should then contact our Client Care Officer, Jeremy Croshaw.

## What will happen next?

1. Within five working days we will send you a letter acknowledging your formal complaint and asking you to confirm or explain any details. We will record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the relevant file. We will also let you know the name of the person who will be dealing with your complaint.
2. We may, if we think it will be helpful, invite you to a meeting to discuss and hopefully resolve your complaint. If you would prefer not to meet, or if we decide that a meeting is not helpful or not possible, we will write to you setting out our views on the situation and any appropriate redress should this be applicable within 28 days.
3. If you are not satisfied with our response, please let us know, you may ask us to review our decision. We would generally aim to do this within ten working days. This will happen in one of the following ways.
  - a. The person who dealt with your complaint will review his or her own decision
  - b. We will arrange for someone in the firm who has not been involved in your complaint to review it.
  - c. We may invite you to agree to independent mediation. We will let you know how long this process will take.
4. We will let you know the result of any review within five working days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
5. At the end of the complaints procedure, if you are still not satisfied with the outcome you may complain to the Legal Ombudsman in writing to:

*Legal Ombudsman*

*PO Box 6806*

*Wolverhampton*

*WV1 9WJ.*

Telephone: 0300 555 0333. They are open 8.30am to 5.30pm Mon-Fri

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Web: [www.legalombudsman.org.uk/](http://www.legalombudsman.org.uk/)

If you decide to make a complaint to the Legal Ombudsman, you must refer the complaint to them within six months of the date of our final written response to you.

We very much hope, however, that this will not be necessary.