

COMPLAINTS PROCEDURE

Emin Read Solicitors Ltd Complaints Procedure

Here at Emin Read Solicitors Ltd we value your business and take client satisfaction extremely seriously.

Complaints can be defined as an expression of dissatisfaction (oral or written) which alleges that the complainant has suffered (or may suffer): financial loss; distress; inconvenience; or other detriment.

If, in the unlikely event you wish to make a complaint, our complaints procedure is as follows:

1. In the first instance, please make your concerns known to the Fee Earner dealing with your matter. You may do so by writing to them via email or letter, calling the office that the fee earner is based in and arranging to meet with them at their office. We would hope that your concerns are dealt with satisfactorily at this stage however, if you feel this course of action did not allay your concerns, then you have the following options;
2. Ask for the name and contact details of your fee earners supervisor (this can also be found on the Letter of Engagement sent to you at the start of your matter)
3. If you wish to take your complaint further, you may arrange to speak with our Office Manager, James Flawn via telephone. Should escalation be required, please email your complaint issues to David Read – Partner to david@eminread.co.uk alternatively, please write to Emin Read Solicitors Ltd, 35 Gildredge Road, Eastbourne, East Sussex, BN21 4RY.
4. Your complaint will be acknowledged in writing within 7 days
5. We would aim to provide you with a substantive response to your complaint within 3 weeks.
6. If you remain unhappy following our substantive response, we would offer you the option to resolve your complaint using Alternative Dispute Resolution (ADR) whose details can be provided to you on request. They are competent to deal with complaints about legal services, should you and we agree to use them. You do not have to agree to ADR, and you can go straight to the Legal Ombudsman after you have received our substantive response.
7. If you remain unhappy after ADR (if applicable), you have the right to complain to the Legal Ombudsman, details of which are provided below;

You have six months from the date of this firm's substantive response to complain to the Legal Ombudsman. The Legal Ombudsman will only investigate complaints from certain categories of clients, prospective clients and beneficiaries of an Estate.

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.

The Ombudsman has discretion to extend the one year time limit for specific customers if, on the evidence, it is fair and reasonable to do so.

Before accepting a complaint for investigation, they will check that you have tried to resolve your complaint with this firm in the first instance.

PO Box 6806
Wolverhampton
WV1 9WJ
Telephone: 0300 555 0333
Website: <http://www.legalombudsman.org.uk/>

We confirm that there would be no charge to you for investigating your complaint, either by ourselves, ADR or the Legal Ombudsman.

8. The Solicitors Regulation Authority (SRA) are able to assist if you have a complaint about our behaviour. Please contact the SRA direct:

Website: <http://www.sra.org.uk/>

9. If you wish to make a claim against this firm, we may have to report this to our insurers. In this case, we may have to contact them in the first instance before being able to respond to you. The Legal Ombudsman may not investigate your complaint whilst the claim is running.