

# Yvonne Kearney Solicitor

## Complaints Handling Policy and Procedure

### Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we would like you to tell us about it. This will help us to improve our standards.

If you become unhappy or concerned about our service in the first instance you must speak to the fee earner handling your matter to discuss your concerns and we will do our best to resolve any issues. If the matter is difficult to speak to us about, please write a letter to the firm.

### Our complaints procedure

We will send you a letter acknowledging receipt of your complaint within 7 days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. Yvonne Kearney will review your matter file. She will send you a detailed written response to your complaint, including suggestions for resolving the matter within 28 days of sending you the acknowledgement letter.

At this stage, if you are still not satisfied, you should contact us again and we will then review our suggested resolution. We ask that you do this within 7 days of receipt of our written response.

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.

If you are still not satisfied, you may then be able to ask the Legal Ombudsman to consider the complaint. This service is available to individuals, small businesses, charities, clubs, associations and clubs (the Legal Ombudsman will confirm if you need clarification).

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring, or, if outside of this period, within three years of when you should reasonably have been aware of it.

The Legal Ombudsman's contact details are:

Address: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Telephone: 0300 555 0333

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

We will endeavour to meet the above timescales for handling your complaint and will contact you if we need further time at any stage, subject always to letting you have our final written response within 8 weeks of receiving your complaint.

### Complaints in relation to bills

If your complaint is about a bill you have received, in addition to the right to complain to the Legal Ombudsman, you may also have the right to apply to the court for an assessment of the bill under Part III of the Solicitors Act 1974. However, if you have already applied to the Court for an assessment of your bill the Legal Ombudsman may not deal with your complaint.

### Solicitors Regulation Authority

We are regulated by the Solicitors Regulation Authority (the SRA). If you have a complaint about our conduct visit the SRA website to see how you can raise your concerns: <http://www.sra.org.uk/contactus>