

# **Evans Cook Solicitors Client Complaints Policy**

## **Our complaints policy**

Evans Cook is 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 concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed.

## **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within five working days of our receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the client care partner named in the initial client care letter sent to you, who will review your matter file and speak to the member of staff who acted for you.
3. They will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. They will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, they will write to you to confirm what took place and any solutions they have agreed with you.
5. If you do not want a meeting or it is not possible, the partner will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments.
7. 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.
8. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6808, or call 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a

final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at **[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)**.

If we have to change any of the timescales above, we will let you know and explain why.