

## HOW WE WILL HANDLE YOUR COMPLAINT

The Claims Guys Legal are committed to providing a high standard of service to everyone but we recognise that things can go wrong from time to time. If at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

If you are reading this, you may have experienced one of those unfortunate occasions, where things have not gone as you would have expected and for that we are sorry.

This document explains how we will deal with your complaint. It also tells you what you can do if you are not satisfied with how your complaint has been resolved.

We will never charge you for handling your complaint.

We treat every complaint we receive seriously and will always endeavour to provide a fair response to concerns raised about to any of our services. However, your rights once we have responded to your complaint, differ depending on whether you are complaining about our Legal Claims Services or Tax Claims Services. Further information about this can be found later in this document.

## HOW TO MAKE A COMPLAINT

You can make a complaint by:

- Email to: **complaints@theclaimsguyslegal.com**
- Post to: **Hamilton House, Church Street, Altrincham, WA14 4DR**
- Telephone on: **0161 260 0810**

To allow us to investigate and resolve your complaint fairly and efficiently it will help if you provide as much information as possible and tell us how you would like us to resolve the problem.

## WHAT HAPPENS NEXT?

If we are unable to resolve your concerns at point of contact

- We will send an acknowledgment of your complaint to you in writing within five working days of receipt
- Responsibility for investigating your complaint will be assigned to one of our Compliance team, who would not have been directly involved in the events that led to your complaint.
- As part of our investigation we will review the relevant information on our systems and any information provided by you as part of the complaints. Please note that we may contact you to obtain further information, where appropriate.
- We will always aim to provide a written Final Response to your complaint within eight weeks of the date your complaint was received which will outline the investigation undertaken and the outcome of your complaint. If we are unable to do this we will send you written confirmation of this, explaining why and confirming when we expect to be able to provide a full response.

## THE LEGAL OMBUDSMAN

If you are dissatisfied with our response to your complaint, or we are unable to resolve the complaint within eight weeks after you have brought it to our attention, then you can have the complaint reviewed by the Legal Ombudsman. The Legal Ombudsman is an independent organisation with powers to resolve complaints about legal services.

The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem.

If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of the date of our Final Response to your complaint.

The contact details for the legal ombudsman are as follows:

- **[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)**
- **[enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)**
- By post to: **Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ**
- By Phone on: **0300 555 033**

## COMPLAINTS ABOUT COSTS

If your concern relates to a bill then you have the right to apply to the court for an assessment of the bill under Part III of the Solicitors Act 1974. Please note that the Legal Ombudsman may decide not to consider any complaint you may have about a bill which has already been referred to the court for assessment.

## ALTERNATIVE DISPUTE RESOLUTION

Other complaints bodies, known as Alternative Dispute Resolution (ADR) providers, exist, such as Pro Mediate ([www.promediate.co.uk](http://www.promediate.co.uk)), which are competent to deal with complaints about legal services, should both you and our firm agree to use such a scheme. You can find out more about ADR online.

We do not agree to use Pro Mediate or any other company within the ADR scheme, as we believe the Legal Ombudsman scheme is the most suitable body for complaints about legal services in the United Kingdom. We will fully co-operate with the Legal Ombudsman should you choose to contact them.

## SOLICITORS REGULATION AUTHORITY

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the Solicitors Regulation Authority,

Online at: **[www.sra.org.uk/consumers/problems/report-solictior.page](http://www.sra.org.uk/consumers/problems/report-solictior.page)**

By post at **SRA Report, The Cube, 199 Wharfside Street, Birmingham, B1 1RN or DX 720293 BRIMINGHAM 47**

By email: **[reports@sra.org.uk](mailto:reports@sra.org.uk)**

By telephone: **0370 606 2555**