What happens if things go wrong?

Taylor Vinters LLP Complaints handling arrangements

Policy statement:

Taylor Vinters LLP aims at all times to deliver a service to our clients which exceeds their expectations. There are times when we don’t get things right and on such occasions, complaints may arise.

When they do, our policy is to seek a prompt and fair resolution of the complaint. This means listening to your complaint and treating you as we would wish to be treated ourselves in a similar situation.

We include ‘any expression of dissatisfaction, regarding the legal service which may have been provided to a client or relevant third party’ in our definition of complaint (which includes the advice or assistance we have provided or any issue relating to a bill.)

A client may also be entitled to apply for an assessment of a bill sent by us under Part III of the Solicitors Act 1974. Please see the invoice for relevant details. The Legal Ombudsman may decide not to consider a complaint about a bill if you have already applied to the Court for assessment of the bill. If all or part of a bill remains unpaid, we may be entitled to charge interest on the outstanding amount unless unless otherwise agreed with you.

We treat any complaint as an opportunity to put right something that may have gone wrong.

The following steps will be followed in regard to any complaint we may receive.

1. **If you have a complaint, please tell us about it**

Any complaint should be notified, however informally, to the lawyer who has conduct of your file, so that we can discuss the issues with you and try to resolve them quickly.

If you would prefer not to raise this directly, please contact the matter supervisor. Details of both are set out in the Key Information Summary you would have been issued with when you asked us to act for you.

Alternately, you may raise any complaint directly with the chief executive officer, Matt Meyer. His contact details are: matt.meyer@taylorvinters.com or telephone 01223 225011 (direct dial).

2. **Understanding your complaint**

Please give us as much information as possible regarding your complaint, in terms of:

- Your full name and contact details;
- Any reference/details of your matter;
- What you think we have done wrong; and
- What you hope to achieve as a result of your complaint.

If you require any help in making a complaint we will try to help you. Please speak with our Quality and Risk Officer on telephone 01223 225110 or by email on QualityandRisk@taylorvinters.com if you wish.

3. **How will we deal with your complaint?**

3.1 **Acknowledgement**

You will receive an acknowledgement of your complaint within 48 hours. We will explain what will happen next and our timetable for when we will report back to you. If necessary, we will ask to you clarify the nature of your complaint and ask for any further information.
The majority of complaints will be capable of prompt resolution by the lawyer who has conduct of the file. Even where the complaint relates to the work of that individual lawyer, it is always best if the matter can be quickly and efficiently resolved between you. All our lawyers understand that, from time to time, a client may have a complaint and that most complaints can be promptly resolved on an informal basis.

If the complaint cannot be resolved within seven days, for whatever reason, it will be referred internally to the matter supervisor.

3.2 Investigating your complaint

Our investigation of your complaint by the matter supervisor will be objective, impartial and fair.

The matter supervisor will:

Review your complaint;

Review your file and other relevant documents;

Speak with those who dealt with your matter; and

Consider the appropriate response to the complaint and any action to be taken as a consequence of this.

Depending upon the nature of the complaint, we may invite you to a meeting to discuss the matter and our proposals for resolving it. Alternately, we will be happy to discuss the complaint with you on the telephone if you wish.

We aim to conclude any investigation within 28 days of receiving your complaint, although in more complex cases, the maximum amount of time it will take is 8 weeks.

3.3 Informing you of the outcome of our investigation

At the end of our investigation, we will send you a final response letter advising you that we have concluded our investigation of your complaint explain our finding(s) and set out our proposals for resolving it.

4 What happens if you’re unhappy with our final response?

If so, you are entitled to have your complaint referred to the chief executive officer.

If a complaint is referred, the chief executive officer will review the file and seek to resolve the complaint with you within 28 days. You will, at all times, be kept informed of the progress of your complaint.

5 Alternatively, you may have further rights, offered by The Legal Ombudsman (LeO)

If you are still unhappy, then you can ask the Legal Ombudsman to look into your complaint.

The LeO service applies primarily to complaints relating to legal practitioners regulated in England and Wales and is open to all individuals and certain small businesses, charities, clubs, societies, associations and trusts.

You can contact LeO in the following ways:

By post to: PO Box 6806, Wolverhampton WV1 9WJ

By telephone: no. 0300 555 0333 (available Monday to Friday 8.30 am to 5.30 pm) or

By email at enquiries@legalombudsman.org.uk

There is a time limit within which you can request the involvement of the LeO, which is generally six months from the completion of our complaints procedure.

There are other alternative complaints bodies, such as ProMediate (www.ProMediate.co.uk) that exist and are able to deal with complaints about legal services, should all parties agree to use such a scheme. Taylor Vinters submits to the jurisdiction of the Legal Ombudsman and does not agree to using ProMediate. Please contact our Quality and Risk Officer should you wish to discuss the issue of mediation further.

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