

## CLIENT INFORMATION PAPER – COMPLAINTS HANDLING:

### The Firm's Complaints Policy:

As a firm we are committed to providing a quality legal service to all our clients. Consequently, it is essential when something goes wrong or a client believes they have reason to complain that we have an effective procedure to assist the complete and early resolution of the problem.

Complaints can arise in many forms but generally a client may be unhappy with the way the matter is being dealt with or the service they have received. If, at any time, you have any issues or concerns about the conduct of your case, or if you have a complaint about your bill please follow the Procedure outlined below.

### The Procedure:

#### First

Please speak to the person responsible for your case. You may prefer to put your concerns in writing, if this is the case please send your letter or email to the person who is acting for you to see if the issue can be resolved easily.

#### Second

If the person responsible for your case is not able to resolve matters to your satisfaction, or if you find it difficult to speak to them about a complaint, please contact our Client Care Partner Damian McCrink at [damian@lukecurran.co.uk](mailto:damian@lukecurran.co.uk) who will look into the matter for you. If your complaint involves Damian McCrink please contact Karen McNally at [karen@lukecurran.co.uk](mailto:karen@lukecurran.co.uk)

### What Will Happen?

### Timescale

- |                                                                                                           |                                      |
|-----------------------------------------------------------------------------------------------------------|--------------------------------------|
| 1. We will acknowledge receipt of your complaint, set out our understanding and request any clarification | Within 5 working days                |
| 2. We will register your complaint on our central register                                                | On day of receipt                    |
| 3. We will acknowledge receipt of any clarification requested                                             | Within 3 working days                |
| 4. We will then complete a full investigation of your complaint                                           | Within 5 days of receiving the above |
| 5. We will then provide a detailed response either in writing or by inviting you to a meeting.            | Within 3 days of investigation       |

If you are dissatisfied with the outcome of the above procedures, we will write to you confirming our final position and explaining why we think our decision is reasonable. We will also provide you with the address for the Office for the Supervision of Solicitors, to whom you may refer your complaint if you so wish.