

Complaints Procedure

We are committed to providing high quality legal advice and client care. We realise that we may not always get it right so if you are unhappy about any aspect of our service, or about the bill, please tell us. This will help us to improve our standards.

We will deal with your concerns promptly, fairly and openly. We will not charge you for dealing with a complaint.

How to complain

Whilst we hope that you are never dissatisfied with our service or our fees, if matters do arise and you wish to make a complaint, in the first instance you should raise any issue you have with the fee earner or solicitor who has day to day conduct of your matter.

If this does not resolve matters to your satisfaction, a complaint should be put in writing (by letter, fax or email) and sent to Stacey Pocock, the Partner who has overall responsibility for complaints handling.

Stacey's contact details are:

By post:
Ironmonger Curtis
Edmund House
233 Edmund Road
Sheffield, S2 4EL

By telephone:
0114 2536559

By email:
stacey.pocock@ironmongercurtis.com

If a complaint is regarding a matter that Stacey has been involved in, then it should be addressed to Trevor Ironmonger. Trevor can be contacted on the same postal address and telephone number as Stacey and his email address is:

trevor.ironmonger@ironmongercurtis.com

Dealing with your complaint

We will confirm receipt of your written complaint within two working days and we will then investigate your complaint. This will normally involve a review of your file and a discussion with the member of staff who acted for you.

The task of reviewing your file may be delegated to another senior fee earner if they have expertise which would assist.

We will then send you a detailed written reply to your complaint within 14 days of us sending the acknowledgement to you. We may need to request further information from you before

sending the detailed reply to ensure your complaint is fully investigated. If we do need to ask for further information, this may impact upon the timescales for us to reply in detail to you.

Alternatively, within 14 days of us sending the acknowledgment, instead of a written response we may invite you to a meeting at our office to discuss and hopefully resolve the complaint. It is not always appropriate or necessary for a meeting to be held but if such a meeting does take place, within two working days of that meeting, we will write to you to confirm what took place and any solutions agreed.

If you remain dissatisfied with our response, within a further 14 days of you receiving our letter (either in response to the initial complaint or after a meeting), you can submit a written request for a review of our response to Trevor Ironmonger, who will review the matter further.

We will then write to you within 14 days of receiving the request for a review confirming our final position on the complaint and explaining our reasons.

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

What if you are not satisfied with the outcome once our complaints procedure has been completed?

If we are not able to resolve your complaint, then at the conclusion of our complaints procedure, you may have the right to refer the matter to the Legal Ombudsman. The Legal Ombudsman service is free of charge.

The Legal Ombudsman will deal with concerns from members of the public, small businesses and some charities and clubs.

You can contact the Legal Ombudsman:

By post:
Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

By telephone:
0300 555 0333

By email:
enquiries@legalombudsman.org.uk

You must usually refer your complaint to the Legal Ombudsman within 6 months of our final written response and within 6 years of the act or omission about which you are complaining occurring (or within 3 years of you becoming aware of it).

Further details are available by visiting www.legalombudsman.org.uk

There are alternative complaints bodies, such as Ombudsman Services, Pro Mediate and Small Claims Mediation which can deal with complaints about legal services, should both you and this firm wish to use this scheme. We do not agree to use of these bodies as we consider that

the service offered by the Legal Ombudsman is the most appropriate means of resolving the issues between us.

The Solicitors Regulation Authority can help you if your complaint relates to our behaviour. This could be in respect of things like treating you unfairly or acting in breach of professional requirements.

You can raise your concerns with the Solicitors Regulation Authority at www.sra.org.uk/consumers/problems/report-solicitor

By post:
Solicitors Regulation Authority
The Cube
199 Wharfside Street
Birmingham
B1 1RN

By telephone:
0370 606 2555

By email:
contactcentre@sra.org.uk

You may also have the right to object to our bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974.

Please note that if we have issued a bill for work done on your matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.