

## Our Complaints Handling Policy & Process

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we encourage clients to tell us about it.

### Our commitment

We will:

- ensure that making a complaint is as easy as possible
- treat your complaint seriously
- deal with your complaint promptly and effectively
- learn from complaints and use them to improve our service

### Making a complaint

We are confident the majority of complaints can be dealt with quickly by an open and constructive discussion. If you are dissatisfied with the service you have received, please first raise your concerns with the person dealing with your matter, or any other member of staff, by telephone or in writing.

If your complaint cannot be resolved immediately it will be passed to a Team Manager and/or Operations Manager under stage 1 of our Complaint Resolution Process.

### Our complaint resolution process

#### **Stage 1**

- A Team Manager or Operations Manager will acknowledge receipt of your complaint within 2 working days and will provide you with a date by which they expect to be able conclude their investigation and respond to your concerns.
- The response date should not be more than 10 working days from the date of the acknowledgement. In the unlikely event that a response cannot be provided within 10 working days from the date of acknowledgement they will contact you to explain why and you will be provided with the date they anticipate being able to provide you with a response.
- The Team Manager and/or Operations Manager will investigate your concerns and ring you to discuss the same and also provide you with a detailed written response setting out their findings and recommendations for resolving your complaint.

#### **Stage 2**

If, having received the Stage 1 response, you remain dissatisfied you can request a formal review under Stage 2 by writing to our Compliance team at our Cardiff address or by way of email to [complaints@new-law.co.uk](mailto:complaints@new-law.co.uk) and your complaint will be referred to our Head of Legal Practice & Compliance, Liz Phipps.

If your complaint has already been through Stage 1

- The Compliance team will write to you within 4 working days, acknowledging the escalation and providing you with a date by which a final response will be sent to you.
- Liz Phipps will then arrange for a further review of your matter to be carried out and a final written response will be sent to you within 14 working days of the Stage 2 acknowledgment. The written response will confirm our final position on your complaint and explain our reasons.

## If we are unable to resolve your complaint

If your complaint is still unresolved after Stage 2, you can refer it to the Legal Ombudsman whose contact details are

Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH.  
Email: [Enquiries@legalombudsman.org.uk](mailto:Enquiries@legalombudsman.org.uk)  
Telephone: 0300 555 0333 (Minicom text phone: 18002 0300 555 0333)  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Overseas callers may telephone on +44 121 245 3050.

The Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

If you are concerned about our professional behaviour and you believe we have breached the SRA Principles, for example you believe we have been dishonest or deliberately over charged you or you believe we have discriminated against you, you may be able to complain to the Solicitors Regulation Authority.

Contact details for the SRA

- By post at SRA Report, The Cube, 199 Wharfside Street, Birmingham, B1 1RN or DX 720293 BIRMINGHAM 47
- By telephone: 0370 606 2555
- By email: [reports@sra.org.uk](mailto:reports@sra.org.uk)

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