

Bampton Law Complaints Procedure

We want to give you the best possible service. However, 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.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, then you can write to the Senior Partner of our firm. Making a complaint will not affect how we handle your case.

We will send you a letter acknowledging receipt of your complaint within 7 days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. The Senior Partner will review your matter file and speak to the fee earner handling your matter. The Senior Partner will send you a detailed written response to your complaint, including our suggestions for resolving the matter within 28 days of sending you the acknowledgement letter.

At this stage, if you are still not satisfied, you should contact us again and we will then review our suggested resolution. We ask that you do this within 7 days of receipt of our written response.

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

If you are still not satisfied, you may then be able to ask the Legal Ombudsman to consider the complaint.

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

Complaints in relation to Invoices

If your complaint is about an Invoice you have received, in addition to the right to complain to the Legal Ombudsman, you may also have the right to apply to the court for an assessment of the bill under Part III of the Solicitors Act 1974. However, if you have already applied to the Court for an assessment of your bill the Legal Ombudsman may not deal with your complaint.

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help 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.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).