



**Parrott & Coales** LLP  
SOLICITORS

## **Parrott & Coales LLP Complaints Handling Procedure**

**This is a guide to our complaints handling procedure. We will always endeavour to deal with any complaints in a fair and open way in an effort to resolve any concerns you have .**

### **Our complaints handling procedure**

We work hard to ensure that we provide a high quality service. If, however, you have any queries or concerns about our work, including our bill, please raise them as soon as possible with the person responsible for your work.

If that does not resolve the problem, or you would prefer to deal with another person in the firm, then please contact Sarah Plumridge who is this firm's client care Partner/Compliance Officer for Legal Practice (COLP), by either emailing, telephoning or writing to her with the details of your complaint

If your complaint arises during the course of your case it will be investigated however it will not prejudice or disrupt your case. No charge will be made to you for an investigation into your complaint.

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within two working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care Partner, Sarah Plumridge, who will review your matter file and speak to the member of staff who acted for you.
3. Sarah Plumridge will respond to you in the same manner as your complaint was received, and if this was by telephone she will also send you a detailed written reply to your complaint, confirming your conversation and including her suggestions for resolving the matter, within 15 working days of sending you the acknowledgement letter.
4. If this does not resolve the matter then within 15 working days of our detailed written reply referred to above, you can ask for, or Sarah Plumridge may invite you to, a meeting to discuss and hopefully resolve your complaint.
5. Within five working days of the meeting, Sarah Plumridge will write to you to confirm what took place and any solutions she has agreed with you.

At this stage, if you are still not satisfied, you can contact:

The Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

about your complaint. Any complaint to the [Legal Ombudsman](#) must usually be made in relation to complaints which relate to actions or omissions which took place no more than six years ago, from the date of act or omission the complainant is concerned about, or three years from when you the complainant should have known about the complaint subject to that the complaint must then be made to the Legal Ombudsman within six months of our written response to any complaint. However, for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). If we have to change any of the timescales above, we will let you know and explain why.

If at any time Sarah Plumridge, in her role as this firm's COLP, establishes that a serious failure to comply with the Solicitors Regulation Authority (SRA) Handbook has occurred, or that there has been any serious misconduct by any member of staff involved in your file, she is duty bound to report the breach to the SRA.