



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 and would refer you to our Terms of Business.

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). Contact should initially always be in writing by way of email or letter and sent to the office addressed to Sarah Plumridge or Caroline Hill setting out the full 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 three 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 or Caroline Hill, Risk & Quality Manager, who will review your matter file and speak to the member of staff who acted for you. If for any reason Sarah Plumridge is not in the office at the time you make the complaint, your complaint will be acknowledged by the Risk & Quality Manager and one of the delegated Partners of the Firm will respond.
3. Sarah Plumridge will respond to you in the same manner as your complaint was received. She will also send you a detailed written reply to your complaint and 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.

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 within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk. Note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.

If a complaint cannot be resolved you may also be able to ask for it to be referred to a process of alternative dispute resolution (ADR) using a certified provider. We are not required to agree to such a request. In any case this is not available to businesses, only consumers. We will give you more information about that right if it becomes relevant.

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

If at any time the Managing Partner, in their 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, they are duty bound to report the breach to the SRA.