

THE ROLAND PARTNERSHIP
COMPLAINTS PROCEDURE

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved your complaint within this time you may complain to the Legal Ombudsman.

In the event a complaint is made, the procedure for resolving any issues of dissatisfaction are set out below:-

<i>What Will Happen Next?</i>	<i>Timescale</i>
1. We will acknowledge receipt of your complaint, set out our understanding of it and request your confirmation or seek any necessary clarification. We will also confirm who will deal with your complaint.	Within 3 days of its receipt
2. We will register your complaint in our Central Register (for monitoring and management information Purposes) and open a separate file for your complaint.	Within 1 day of its receipt
3. We will acknowledge receipt of your letter or telephone call in response and confirm what will happen next.	Within 3 days of the response
4. We will then commence investigating your complaint. This will normally involve the following steps:	
(a) The complaint will be referred to Miss Nina Roland, our Client Care Partner	Within 3 days of the response or if later, the clarification
(b) She will ask the person who represented you to provide her with a response to your complaint, or if later, clarification within 5 days of her notification to that person.	Representative to provide report within 5 days of notification by that representative.
(c) She will then examine the response and the file as against your complaint and, if necessary, speak to the person who represented you.	Within 3 days of receipt of the report from the representative.
5. Miss Roland will then report to you or invite you to meet with her to discuss and hopefully resolve your complaint.	Within a further 3 days of receipt of the representative's report.

6. If you do not want a meeting or it is not possible, Miss Roland will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter. Within 21 days of sending you the acknowledgement letter.
7. If at this stage, you remain dissatisfied, you can write to us again. We will then arrange to review our decision. This may happen in the following ways:
- (a) Another partner of the firm may review Miss Roland's handling of your complaint and why you are dissatisfied with the decision. Within 10 days
- (b) We can ask our local Law Society or another firm of solicitors to review your complaint. We will let you know how long this process takes.
- (c) We will invite you to agree to independent mediation. We will let you know how long this process takes.
8. After the review has taken place, you will be informed of the outcome. This will review our initial handling of your complaint and our decision on it. Within 10 days of the conclusion of the review
9. If you still remain dissatisfied with how your complaint has been handled and the decision on it, we will write to you confirming our final position on your complaint and explaining why we consider our handling of, and decision on it, (and of any review) was reasonable. Within 5 days

You can then refer your complaint to the Legal Ombudsman once we have concluded our professional obligation to try and resolve it.

Their details are:
 LEGAL OMBUDSMAN
 PO BOX 6806
 WOLVERHAMPTON
 WV1 9WJ

TEL: 0300 555 0333

E-MAIL: enquiries@legalombudsman.org.uk

WEBSITE ADDRESS: www.legalombudsman.org.uk

You have six months in which to contact the Legal Ombudsman from the end of our complaints process.

Please note: Changes to any of the above time-scales will be confirmed to you with an explanation of why.

There are time limits for the Legal Ombudsman accepting a complaint. These are:-

- 1) 6 years from the date of act/omission, or
- 2) 3 years from when the complainant should have known about the complaint.

However, the Legal Ombudsman will not accept complaints where the date or act of awareness were before 6 October 2010.

Alternative complaints bodies such as ProMediate exist which are ADR certified and competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

We do not agree to use ProMediate as the legal ombudsman already works in a similar way even though not currently ADR certified.