

# **NLS Solicitors**

## **Client Complaints Policy**

### **Our complaints policy**

NLS Solicitors is 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.

### **Our complaints procedure**

If you have a concern or a complaint that has not been dealt with to your satisfaction by the person handling your case or their supervising partner, please contact Louise Fenney as soon as you are aware of the problem so this can be addressed. Louise Fenney's contact details are 113 Clare Road, Grangetown, Cardiff, CF11 6QR, Telephone 029 21 660 310.

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

1. We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure.
2. Louise Fenney will then investigate your complaint. She will review your matter file and speak to the member of staff who acted for you.
3. Louise Fenney will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Louise Fenney will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible Louise Fenney will send you a detailed reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may arrange for another partner or solicitor to review the decision.
7. 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 can then contact the Legal Ombudsman at **Legal Ombudsman, PO Box 6167, Slough, SL1 0EH** or call 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made:
  - Within six months of receiving a final written response from us about your complaint; and
  - Within one year from the date of the act or omission the subject of any complaint; or
  - Within one year from the date you realised that there was cause for concern

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

The complaints procedure also includes complaints arising concerning a bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part 3 of the Solicitors Act 1974; and that if all, or part, of a bill remains unpaid, the firm may be entitled to charge interest. If you do apply for such an assessment the Legal Ombudsman may not be able to deal with your complaint.