



Complaints Policy

For Antony Clapp Solicitors

COMPLAINTS POLICY

Introduction

1. We are committed to providing a high quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right so if something has gone wrong, including in relation to the bill, we need you to tell us.

How do I make a complaint?

2. You can contact us in writing (by letter or email) or by speaking with our complaints partner, Antony Clapp, whose contact details are:
 - Antony Clapp Solicitors, Oasts Business Village, Holly Bank Chambers, Red Hill, Watlington, Maidstone, Kent ME18 5NN
 - Telephone: 01622 815940
 - antony.clapp@antonyclapp.co.uk
3. To help us to understand your complaint, and in order that we do not miss anything, please tell us:
 - your full name and contact details;
 - what you think we have got wrong;
 - what you hope to achieve as a result of your complaint; and
 - your file reference number (if you have it).
4. If you require any help in making your complaint we will try to help you.

How will you deal with my complaint?

5. We will record your complaint centrally.
6. We will write to you within three working days acknowledging your complaint, enclosing a copy of this policy.
7. We will investigate your complaint. This will usually involve:
 - reviewing your complaint;
 - reviewing your file(s) and other relevant documents; and
 - speaking with the person who dealt with your matter.
8. We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.
9. We will update you on the progress of your complaint at appropriate times.

10. We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.
11. We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement.

What if I am not satisfied with the outcome?

12. If you are unhappy with the outcome of our complaints handling procedure please first let us know and we will review the matter.
13. We have eight weeks to consider your complaint. If we have not resolved it within this time and you are still unhappy you may complain to the Legal Ombudsman and ask them to look into your complaint. You can contact the Legal Ombudsman by:
 - Post: PO Box 6806, Wolverhampton, WV1 9WJ
 - telephone: 0300 555 0333 between 9am to 5pm
 - email: enquiries@legalombudsman.org.uk
14. The Legal Ombudsman deals with complaints by consumers and very small businesses. This means some clients may not have the right to complain to the Legal Ombudsman, e.g. charities or clubs with an annual income of more than £1 million, trustees of trusts with asset value of more than £1 million and most businesses (unless they are defined as micro-enterprises). This does not prevent you from making a complaint directly to us about the service you have received or about the bill.
15. You must usually refer your complaint within six months of our final written response to your complaint and no more than one year from the date of act or omission about which you are concerned or within a year of you realising there was a concern. Further details can be found on the Legal Ombudsman's website: www.legalombudsman.org.uk
16. The Solicitors Regulation Authority ('SRA') can also help you 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. For more information about raising your concerns with the SRA go to www.sra.org.uk/consumers/problems/report-solicitor

What will it cost?

17. We will not charge you for handling your complaint.
18. Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.
19. The Legal Ombudsman service is free of charge.