



## COMPLAINTS HANDLING PROCEDURE

If you have concerns about any aspect of our service or any invoices we have sent you, you should discuss your concerns promptly with the fee earner responsible for your matter. If this does not resolve the matter to your satisfaction within a reasonable time then you should make a compliant in writing to the Principal at MASTERS SOLICITORS, 769 BECONTREE AVENUE, DAGENHAM, RM8 3HH; email to: [lijo@masterssolicitors.co.uk](mailto:lijo@masterssolicitors.co.uk).

### What will happen next?

#### Recording and reporting complaints

1. On receipt of a compliant from you, you will be provided with a copy of our complaints handling procedure. We maintain details of all complaints on a complaint monitoring form. A new file is opened for every complaint, so that it is dealt with separately from a client's case or matter file.
2. We will send you a letter or email acknowledging receipt of your complaint within five working days of us receiving the complaint.
3. The issue will then be investigated thoroughly and impartially, obtaining and considering evidence as objectively as possible within 14 working days of sending the acknowledgment letter or email and/or invite you to either attend a meeting or have a telephone call with us within the next seven working days to discuss and hopefully resolve your complaint. If we need more than fourteen working days to investigate and respond to your complaint, we will let you know and explain why.
4. We will continue to discuss the matter with you to reach a satisfactory resolution until it becomes apparent to you or us that so such resolution is possible.
5. If the compliant could not be satisfactorily resolved, we will then write to you to confirm the outcome of the meeting/investigation within 21 working days of such meeting or telephone call.
6. In all cases we will attempt to meet your concerns and identify the causes of the compliant. If there is no merit in the compliant then this will be explained to you as carefully as possible, but where this is the case, we will offer an appropriate apology/redress/ compensation/ goodwill payment. The investigation might also lead us to instigate corrective action if appropriate, which may involve training, disciplinary action and / or changing office procedures.
7. At the conclusion of internal investigation, you will be reminded of the following procedures which might be available:

In certain circumstances you may be able to refer your compliant to Legal Ombudsman. You could find the details by checking the information provided at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) or by contacting the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9 WJ; Tel: 0300 555 0333. Please note, ordinarily any compliant to the Legal Ombudsman must be made within the following time limits:

- within six months of the date we provide you with a final written response to your compliant ; and
- within six years from the date when the act or omission complained of took place, or if later, three years from when you should reasonably have known there was cause for compliant.

8. If we and you agree, your complaint could be referred to an alternative dispute resolution body. We would inform you that whether we would be willing to use such alternative dispute resolution body.

9. If you are concerned about the way in which we behaved, you can also contact our regulator, The Solicitors Regulation Authority at [www.sra.org.uk](http://www.sra.org.uk)