

DAVID SMALL
Solicitor
Property Management and Leasing
Dispute Resolution

Crown Passage, 23 High Street, Hungerford, Berkshire RG170NF
DX 47104 Hungerford Email David@dagsmall.co.uk
Tel 01488 680701 Fax 01488 681063 Mobile 0771 3094759
Regulated by the Solicitors Regulation Authority no. 469437

Complaints Handling Policy

I am committed to providing a high-quality legal service to all my Clients and I hope that you will never have any reason to complain about the standard of service you receive from my practice. However should something go wrong and should you wish to lodge a complaint, I will deal with it as follows.

1 If you wish to lodge a complaint, please contact me in writing with as much detail as you wish to provide. I will then write to you by way of acknowledgement within three days of receiving your letter, enclosing a copy of this procedure.

2 Within 14 days after writing to you I will investigate your complaint and will invite you to a meeting to discuss it and hopefully resolve the matter. Thereafter within three days of our meeting, I will write to you again to confirm its outcome, any solutions I have agreed with you and any further action I propose to take.

3 If you do not want a meeting or it is not possible, I will send you a detailed written reply to your complaint, including any suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter referred to in paragraph 1 above.

4 At this stage, if you are still not satisfied, you should contact me again and I will arrange for another local solicitor to investigate your complaint and report to both of us with his/her findings and recommendations. I will then write to you again within 14 days of receiving such report in order to confirm what (if any) further action I propose to take and setting out my reasons.

5 If you are still not satisfied, you can then refer the matter to the Legal Ombudsman. Any such referral must be made within one year of the date of my final decision in relation to your complaint but for further information, you should contact the Legal Ombudsman whose address is PO Box 15870, Birmingham B30 9EB (tel. 0300 555033, website address www.legalombudsman.org.uk).

6 You also have the right to report any professional misconduct on my part in the course of your matter to the Solicitors Regulation Authority. They can be contacted by telephone on 0370-606-2555, in writing to their offices at The Cube, 199 Wharfside Street, Birmingham B1 1RN or online at www.sra.org.uk.

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