

Complaints and concerns

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided, then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns, and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, then you can read our full **complaints procedure**, which is included below. Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can 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.

You can raise your concerns with the [Solicitors Regulation Authority](#). Follow the link for more information about when and how to do so.

What do to if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint

and

- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them:

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00am and 5.00pm.

Email: enquiries@legalombudsman.org.uk

Write: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

Complaints Procedure

Our complaints handling policy

Brown Barron 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 handling procedure

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed.

What will happen next?

We will send you a letter acknowledging receipt of your complaint within five days of your raising your concerns, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Paul O'Donnell, who will review your matter file and speak to the member of staff who acted for you. If Paul O'Donnell is the subject of your complaint, it will be dealt with by Deborah Yearnshire.

Paul O'Donnell will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgment letter.

Within three days of the meeting, Paul O'Donnell will write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting or it is not possible, Paul O'Donnell will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

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 at this stage arrange for another partner to review the decision.

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 PO Box 15870, Birmingham B30 9EB or call 0300 555 0333 about your complaint.

Any complaint to the Legal Ombudsman must usually be made within six months of your receiving a final written response from us regarding your complaint. The Legal Ombudsman has provided further guidance on its service at www.legalombudsman.org.uk.

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