



Landsmiths Solicitors

Complaints Policy

Client feedback and complaints

We are committed to providing a quality service to our clients. We value feedback from clients greatly because it helps us to continually improve our service. If you do not feel that you are receiving excellent client service or that something could be improved, please do tell us about it. If we have fallen short of the high standards which we have set for ourselves then we would like the opportunity to put it right.

What do I do if I have feedback or a complaint?

At first it would be helpful if you could discuss any feedback or concerns which you have about our service or how it might be improved with the lawyer dealing with your matter. If the lawyer dealing cannot resolve your concern informally, or if the issue is of such a serious nature that you do not feel comfortable raising it with your lawyer, then you may discuss this with our complaints partner as a complaint under this policy.

How do I raise a complaint under this policy?

It would help us if you could email us at complaints@landsmiths.co.uk with:

- why you feel dissatisfied with the service which you have received;
- how you would prefer to be contacted about your complaint;
- if there is anything in particular which you would like us to do to resolve your complaint.

If you would prefer not to email details of your complaint in this way then please call to discuss the best way to get an understanding of your concerns.

What happens after I have made a complaint under this policy?

We will:

- send an acknowledgement of your complaint within 7 days of receiving it;
- log your complaint on our central complaints register;
- investigate the concerns and arrange a discussion with you to try to agree how to resolve the issues within 21 days of receiving your complaint;
- write to you within 28 days of receiving your complaint to confirm the outcome of this.

In exceptional circumstances it may be necessary to extend these timescales but we will try to agree any variations with you first. If you remain unsatisfied after 8 weeks at the latest we will always ensure that you are reminded at that time of how to make a complaint to the Legal Ombudsman if you are eligible to do so.

What might the outcome of my complaint be?

We very much regret any dissatisfaction which our clients experience and will not hesitate to apologise to you where our service has fallen below our high standards. We may also agree that certain steps will be taken to improve your situation and to ensure that any problems experienced will not reoccur.

What to do if we cannot resolve your complaint

The Legal Ombudsman may be able to help you if we are unable to resolve your complaint ourselves. They will look at complaints independently and accessing the Ombudsman will not affect how we handle your case. Most "consumer" clients (as oppose to large businesses) will be able to make use of the Ombudsman scheme, however, there are restrictions for some larger clients. Before accepting a complaint for investigation, the Legal Ombudsman will normally check that you have tried to resolve your complaint with us first.

You must take your complaint to the Legal Ombudsman within six months of receiving a final response to your complaint from us. From 1 April 2023, the Legal Ombudsman **also** expects complaints to be made to them within 1 year of the date of the act or omission about which you are concerned or within 1 year of you realising there was a concern. The requirement to refer your concerns to the Legal Ombudsman within six months of our final response to you remains the same.

You can contact the Legal Ombudsman by:-

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH