



Complaints Handling Procedure Refreshing Law Limited

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When you are not completely satisfied with the service you receive, we need you to tell us about it so we can promptly and fairly address the issue. This will help us to improve our standards. This procedure sets out how we will do that and is available to any person who requests a copy of it. We encourage anyone who is unhappy to tell us immediately so that we can address it.

What is a complaint?

We regard a complaint as any communication from you that you are in any way dissatisfied with the service you have received.

Our complaints procedure

If you have a complaint, you are always welcome to raise the matter informally with us. Where you wish to raise a complaint more formally then contact us in writing with the details. This can be done by letter or email to adenton@refreshinglawltd.co.uk marked for the attention of the Complaints Director or by telephone to Anna Denton-Jones who may reasonably request that you then write down the full details of your complaint.

What will happen next?

1. You will be contacted by telephone or email to acknowledge the complaint. You may be asked for more details. In any event, we will send you an email acknowledging your complaint and asking you to confirm or explain the details set out, if you haven't already done so. We will also let you know the name of the person who will be dealing with your complaint – this may be Anna Denton-Jones initially but she reserves the right to ask a third party to deal with the complaint. You can expect to receive this initial contact within two days of us receiving your complaint. Please note that in accordance with the Legal Ombudsman's rules, we are obliged to resolve any complaint within 8 weeks of the date the complaint was received. You will however see that our time lines outlined below are sooner than the 8 week time frame.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within a day of receiving your complaint.
3. We will then start to investigate your complaint. This will normally involve the following steps: asking the member of staff who acted for you to respond, examining their reply and the information in your complaint file, any files relating to you and any information contained on our computer systems. This can take between 3 and 5 days from the date on which the nominated person has been allocated to the complaint.

4. You may be invited to a meeting to discuss and hopefully resolve your complaint. This invitation will be sent to you within 3 days of the investigation in step 3 above coming to an end. Within 2 days of any meeting we will write to you to confirm what took place and any solutions that have been agreed with you. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. This will be done within 5 days of completing the investigation.
5. At this stage, if you are still not satisfied you must contact us again. We will then arrange to review our decision. This will happen in one of the following ways: either we will ask our local Law Society or another local firm of solicitors to review your complaint or we will invite you to agree to independent mediation, in either case within 5 days. We will let you know how long any process is likely to take.
6. We will let you know the result of the review within 5 days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you the name and address of the appropriate body for you to refer the matter to. If you are still not satisfied, you can contact them about your complaint. If we have to change any of the timescales above, we will let you know and explain why.
7. We will make every effort to make reasonable adjustments to this process if you require us to do so on the grounds of a disability or where English is not your first language.
8. You will not incur any charges for using this procedure and making a complaint will not affect the work we do for you.
9. We monitor complaints to ensure we learn from them and continually improve the service we provide. To do this we record and report complaints centrally.
10. If you remain unsatisfied at the conclusion of our complaints process, you may refer the matter to the Legal Ombudsman who will look at your complaint independently. The Legal Ombudsman investigates complaints about service issues with lawyers. The website is www.legalombudsman.org.uk. The telephone number is 0300 555 0333 between 9am to 5pm. Email enquiries@legalombudsman.org.uk. Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ.

The Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a 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.

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](#).

Who is responsible for this procedure? Anna Denton-Jones

How is this procedure reviewed? Anna Denton-Jones reviews the operation of this procedure annually to ensure it is in effective operation.

Date for next review: June 2023