



## **DGB Solicitors Complaints Procedure**

### **Our Complaints Handling Policy**

We are committed to providing a high-quality legal service to all our clients. Occasionally something goes wrong; if this happens we need you to tell us about it so that we can maintain and improve our service standards.

If you have a complaint, please contact us with the details and we will follow the procedure set out below.

It is important to be aware that we have 8 weeks to consider your complaint. If we have not resolved it within 8 weeks you may then complain to the Legal Ombudsman.

### **How Does our Complaints Procedure Work?**

1. You contact us with details of your complaint.
2. We will contact you by e-mail or letter within three days of receiving your complaint acknowledging receipt of your complaint and enclosing a copy of this procedure.
3. We will then investigate your complaint. This will normally involve passing your complaint to Debbie Black, who will review your matter file and speak to the member of staff who acted for you.
4. If your complaint appears straightforward and can be dealt with quickly and efficiently in correspondence Debbie Black will provide you with a written response within 14 days of the Firm's acknowledgement letter; this response will invite you to a meeting if you are not happy with the reply supplied.
5. If your complaint is more complicated Debbie Black will invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
6. Whatever the circumstances of your complaint you will be given the opportunity to have a meeting to discuss it if that is what you would like.
7. If a meeting takes place Debbie Black will write to you within three days of that meeting to confirm what took place and any solutions she has agreed with you.
8. If you are offered a meeting rather than a written response and:
  - You do not want to meet; or
  - Are unable to meet within a 14 day period from when the offer was made; or
  - No response to the offer of a meeting is received within 14 days from when the offer was made:

Debbie Black will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending the Firm's acknowledgement letter.

9. If you are still not satisfied at this stage you should contact us again requesting a review of Debbie Black's decision and we will arrange for Jacqueline Champion of Champions Solicitors (a sole practitioner with whom we have a reciprocal arrangement to review unresolved complaints) to review our decision.
10. Jacqueline Champion will write to you within 14 days of receiving your request for a review, confirming her final position on your complaint and explaining her reasons.
11. If you are still not satisfied after these steps you can then seek the assistance in resolving your complaint of:  
Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

#### **Legal Ombudsman – Time Limits and Contact Information.**

If you are unhappy with the outcome of your complaint or the timing of our response you have the right to take your complaint to the Legal Ombudsman. The Legal Ombudsman will investigate any act or omission to act by a member of the profession.

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

The Legal Ombudsman can be contacted at PO Box 6806, Wolverhampton, WV1 9WJ or through web link: [www.legalombudsman.org.uk/consumer/](http://www.legalombudsman.org.uk/consumer/).

Other ways of making contact are on telephone number 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

12. In addition to directing a complaint to the Legal Ombudsman (LEO) you will be able to refer your dispute for Alternative Dispute Resolution (ADR). There are three Institutions available to deal with disputes in the legal services sector, namely the Ombudsman Services, ProMediate and Small Claims Mediation. If required, we will provide contact details for those mediation services.
13. You also have the right to make a report to the Solicitors Regulation Authority (SRA) in the event the your complaint relates to;
  - A breach of a Principle of the SRA Standards and Regulations 2019 and/or;
  - Allegations of dishonesty or discrimination.

To make a report see <http://www.sra.org.uk/consumers/problems/report-solicitor.page> or contact the SRA at Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN , Tel : 0370 606 2555

14. We make no charge for handling complaints.