

## Complaints Policy

### **Our complaints policy**

Grindeys llp is committed to providing a high-quality legal service to all its clients. You may have already told us that you are unhappy about the service you have received or you may be contemplating doing so, in which case we need to hear from you. This will help us to improve our standards whilst at the same time resolving any issues or concerns you may have.

### **Our complaints procedure**

Initially you should either speak or write to the person dealing with your matter to try and get matters resolved or failing that to the person responsible for the department that did the work (the name of that person is in the client care letter that we sent you at the outset of the matter).

If you wish to make formal complaint, please write or speak to John McGettigan, our Client Care Partner. You can contact him at 5-6 Brook Street, Stoke-on-Trent, Staffordshire, ST4 1BN, by telephone (01782) 840402, fax (01782) 411918 or e-mail (john.mcgettigan@grindeys.com).

He will pass your complaint to the partner or team leader in charge of the department involved in your complaint.

### **What will happen next?**

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within two working days of us receiving your complaint.
2. We will record your complaint in our central register. We will do this within a day of receiving your complaint.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within five working days of your reply.
4. We will then start to investigate your complaint. This may involve one or more of the following steps:-
  - We may ask the member of staff who acted for you to provide information about the circumstances that gave rise to your complaint. This will normally take five days.
  - We may examine our file related to your matter to look at the documents, correspondence and notes of meetings and telephone conversations that may have taken place. This will take three working days from receiving the file.
5. We will either speak or write to you to respond to your complaint. This will include our suggestions for resolving the matter. We will do this within five working days of receiving all the details we need from the member of staff who acted for you. If we have spoken, then I will confirm the matters discussed by letter within two days.
6. If you are still not happy, you may ask to meet me and/or the partner/team leader responsible for the work to discuss and hopefully resolve the complaint. The meeting will be arranged within two working days of your request. Once the meeting has finished we will write to you to confirm what took place and any solutions we have agreed with you.
7. At this stage, if you are still not satisfied you can contact us again. We will then arrange to review our decision. This will happen in one of the following ways:-
  - The person that either met you or wrote to you suggesting a resolution will review the decision within five working days in the light of any further comments you may wish to make.
  - We will arrange for someone senior within the firm who has not been involved in your complaint to review it. They will do this within 10 working days.
  - Our Client Care Partner, will review your complaint within 10 working days.
  - We will ask our local Law Society or another local firm of solicitors to review your complaint within ten working days. We will let you know how long this process will take before we are in a position to respond.
8. We will let you know the result of the review within five 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 Consumer Complaints Service, an independent body that looks at complaints against the legal profession. 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.