



## Wilson's Solicitors LLP - Complaints Procedure

### Introduction

We are committed to providing a professional, efficient and courteous service to all our clients. If you feel that we have failed to achieve an acceptable standard of service, or if you have concerns as to the level of our fees, we want you to tell us and you should let us know.

Any expression of dissatisfaction about the service our clients have received or the level of our fees will be considered seriously.

We will respond as quickly as practicably possible, investigate your concerns objectively and try to generate a positive solution.

### Procedure for Clients

If you have a complaint about the service we have provided you should in the first instance contact the person dealing with your case. This is usually the person named in the initial letter we sent to you at the start of your matter.

Should you feel uncomfortable about making your initial complaint to the person dealing with the matter, or you have complained to that person and you remain dissatisfied following their response, then you should refer the matter directly to Kevin Valler, the Head of our Best Practice Department.

We prefer complaints to be in writing so that there is a clear record of the complaint. Mr. Valler may be contacted by email at [kevin.valler@wilsonslip.com](mailto:kevin.valler@wilsonslip.com) and by post at Alexandra House, St Johns Street, Salisbury, Wiltshire, SP1 2SB. If you would prefer to discuss your complaint, you may of course telephone Mr. Valler on 01722 412412.

### Timescale within which you can expect to hear from us

Your complaint will be acknowledged upon receipt. In most cases the person dealing with your matter will aim to resolve your concerns within 5 working days. If that is not possible we will let you have a timescale for dealing with the matter.

If the matter is referred to our Best Practice Department, the matter will be investigated as expeditiously as possible. In normal circumstances you will receive a substantive response within 10 working days. Where however it is necessary to read a substantial volume of documents, there is a particular complexity, or the investigation is hampered by holiday commitments, it may not be possible to respond within the 10 day period. In that event we will explain the reason for the time being taken and provide you with a date by which we will respond in detail.

### Referral to the Legal Ombudsman

If you are not satisfied with the final response of our Best Practice Department, and if you are an individual (or fall within the classes specified in paragraph 2.1 of the Ombudsman's Scheme Rules), you may refer your complaint to the Legal Ombudsman.

The Legal Ombudsman's time limits for accepting a complaint are six years from the date of act\omission or three years from when the complainant should have known about the complaint. Where you have been provided with full information about your right to

take a complaint to the Legal Ombudsman (as is the case here) you must make your complaint to the Ombudsman within 6 months from the end of our complaints process. The Legal Ombudsman cannot consider any complaints where the act or date of awareness was before 6 October 2010.

The Legal Ombudsman's contact details are as follows:

Telephone: 0300 555 0333  
From overseas: +44 121 245 3050  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
Address: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

### Procedure for Non-Clients

If you are not a client we will only be able to deal with your complaint if you are alleging that we have acted in breach of the Solicitors Regulation Authority ("SRA") Codes of Conduct for Solicitors and Firms.

In such circumstances we will ask you to provide full details of the alleged breach before we deal with your complaint. Your complaint should be sent for the attention of Mr. Valler to [kevin.valler@wilsonslp.com](mailto:kevin.valler@wilsonslp.com). We will respond as soon as reasonably possible and apologise if we agree there has been a breach.

The SRA deals with cases where firms or those they regulate have breached its Codes of Conduct. If you consider that the firm or anyone regulated by the SRA has breached those Codes you can report this to the SRA:

The SRA's contact details are as follows:

Telephone: 0870 606 2555 (UK)  
Email: [info.services@sra.org.uk](mailto:info.services@sra.org.uk)  
Address: Solicitors Regulation Authority,  
The Cube,  
199 Wharfside Street,  
Birmingham,  
B1 1RN