



# Wilson's Solicitors LLP Complaints Procedure

January 2024

## Salisbury

Alexandra House  
St Johns Street  
Salisbury  
SP1 2SB

Tel: 01722 412 412

## London

4 Lincoln's Inn Fields  
London  
WC2A 3AA

Tel: 020 7998 0420



## 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 regarding an invoice, 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 the matter so that they can try to resolve any issues for you. This is usually the person named in the Engagement letter we sent to you at the start of your matter.

If that person fails to resolve matters in a satisfactory manner, or you feel uncomfortable about making your complaint to the person dealing with the matter, then you should raise a formal complaint directly to Anthony Edwards, our Client Service & Complaints Partner.

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

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

Your complaint will be acknowledged within 3 days working days. In most cases the person dealing with your matter will aim to resolve your concerns within 28 working days. If that is not possible, we will advise you of a timescale for dealing with the matter.

If you have sent your complaint direct to Mr Edwards or the person dealing with your matter has referred it to him, the matter will be investigated as expeditiously as possible. In normal circumstances you will receive a substantive response within 28 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 this 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.

If you are dissatisfied with our conclusions, then let us know. We ask that you are clear why you remain dissatisfied, and Mr Edwards will then review this and provide a response within 10 working days.

The Legal Ombudsman permit us eight weeks to resolve the complaint before you may normally refer your complaint to them.



## Referral to the Legal Ombudsman

If you are not satisfied with our final response, 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 within one year of the date of the act/omission or within one year 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 then you must make your complaint to the Ombudsman within six months from the end of our complaints process.

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 6167  
Slough  
SL1 0EH

## 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 to Mr Edwards at [ComplaintsandClaims@wilsonslp.com](mailto:ComplaintsandClaims@wilsonslp.com) (email) or Alexandra House, St Johns Street, Salisbury, Wiltshire SP1 2SB (post). 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 Solicitors Regulation Authority 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