

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, our Complaints Policy and Procedure is below. Making a complaint will not affect how we handle your case.

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

(<https://sra.org.uk/consumers/problems/report-solicitor.page>)

What to do if we cannot resolve your complaint:

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first, then you must take your complaint to the Legal Ombudsman:

Within six months of receiving a final response to your complaint

**and**

No more than six years from the date of act/omission; or

No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

*Contact details*

Visit: <https://www.legalombudsman.org.uk> (<https://www.legalombudsman.org.uk>)

Call: 0300 555 0333 between 9am to 5pm.

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) (<mailto:enquiries@legalombudsman.org.uk>)

Legal Ombudsman PO Box 6806,  
Wolverhampton, WV1 9WJ

**ROOTES & ALLIOTT**  
**COMPLAINTS POLICY AND PROCEDURE**

1. The firm's client care and complaints handling partner is Mrs. Susan M J Watler.
2. Any complaint in respect of Mrs. Susan M J Watler will be dealt with by Mr. A.P Isaacson.
3. We always endeavour to deal with any complaint quickly, efficiently and we hope, effectively.
4. Ideally a complaint should be put in writing but this is not essential. If in writing it should be by letter not email.
5. Leaflets about the Legal Ombudsman are available in the office should you require one.
6. We aim to acknowledge complaints within a matter of 2-3 working days. A detailed reply to a complaint is normally expected to be provided within 8 weeks but this will be sooner if possible although this is dependant upon the extent and nature of the complaint and the amount of papers which need to be read prior to a response. The timescale may also be dependant on whether there is more than one person to be interviewed within the office about the matter in question and also whether there may be former members of staff who may need to be contacted about relevant details.
7. We offer an in-house complaints procedure with a view to resolving complaints without the need to involve the Legal Ombudsman. We will investigate and hopefully resolve matters to your satisfaction. If it does not then you still have the right to take the matter further to the office of the Legal Ombudsman if you wish to. They will investigate the matter afresh.
8. We always offer to deal with any complaint either in writing or by meeting with you or both. Sometimes it is possible to resolve matters in a telephone call.
9. The complaints handling partner will investigate the complaint or will delegate this to another partner (this being the 'delegated partner' but not the partner concerned if the complaint is about or involves a partner) who has the relevant expertise in the area of law concerned and for them to report back. The complaints handling partner or 'delegated partner' will seek a response from the fee earner or fee earners who have had conduct of the case to obtain their response to the issues arising from the complaint made. The complaints handling or 'delegated partner' will make whatever further enquiries and investigations they think necessary in order to conduct the enquiry prior to reaching any final decision with regard to the response to be made to the client. This will include having access to the particular file(s) in question.
10. The complaints handling partner will, following discussion with at least one other partner (not the partner concerned if the complaint is about or involves a partner) as necessary and depending on the circumstances reach a decision on whether the complaint is justified and if so what action should be taken to address this.

11. The complaints handling partner's decision can be reviewed by the other partner(s) (not including any partner who the complaint is about) if requested by the client.
12. If the matter is referred to the office of the Legal Ombudsman we will cooperate in their investigation and respond promptly.
13. If you have any queries concerning the above or any other aspects of our handling of complaints please do not hesitate to contact the complaints handling partner who will be pleased to help you.
14. If for whatever reason you prefer to make your complaint direct to the office of the Legal Ombudsman the postal address is: PO Box 6806 Wolverhampton WV1 9WJ telephone number is: 03005550333 or you can download a form from their website which is <http://www.legalombudsman.org.uk> and their email contact address is [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) but if you would like us to provide you with a form please let us know.