

**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 if possible, not email.
5. 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 amongst other things 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.
6. 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. More information is provided in paragraph 13 below.
7. We always offer to deal with any complaint either in writing or by meeting with you, if possible, or both, if possible. Sometimes it is possible to resolve matters in a telephone call.
8. 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.
9. 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.

10. 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.
11. If the matter is referred to the office of the Legal Ombudsman we will cooperate in their investigation and respond promptly.
12. 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.
13. If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you. The Legal Ombudsman's contact details are: - Telephone: 0300 555 0333 Minicom: 0300 555 1777 Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) Post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9W. The Legal Ombudsman's website provides guidance about what they are able to investigate and complaints can be submitted via their website.