

# Baches Solicitors LLP

## Complaints Handling Policy

EFFECTIVE 1<sup>ST</sup> APRIL 2023

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, or about the bill, 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 then please contact us by lease contact our Client Care Partner, Jo Johnson on 0121 553 3286 or by post to our office at Lombard House Cronehills Linkway, West Bromwich B70 7PL. Making a complaint will not affect how we handle your case.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five days and will enclose a copy of this procedure.
2. We will then investigate your complaint. Ms Johnson will review your matter file and speak to the member of staff who acted for you.
3. Ms Johnson may then invite you to a meeting to discuss a resolution to your complaint. If a meeting is appropriate this will occur within 14 days of sending you the acknowledgement letter.
4. Within five days of the meeting Ms Johnson will write to you to confirm any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, Ms Johnson will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. We may at this stage arrange for another Partner to review the initial decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If we have to change any of the above timescales, we will let you know and explain why.

### The Legal Ombudsman

If you are still not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. We would hope that this does not become necessary and that we can resolve matters between ourselves. Contact details are as follows:

PO Box 6806  
Wolverhampton  
WV1 9WJ  
0300 555 0333  
[enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

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.

### Complaints about your bill

The above complaints procedure also applies to complaints arising concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III

of the Solicitors Act 1974; and that if all, or part, of a bill remains unpaid, the firm may be entitled to charge interest.

## **Raising concerns with our regulator**

The Solicitors Regulation Authority (SRA) 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 find information about raising your concerns with the SRA at: [www.sra.org.uk/consumers/problems/report-solicitor](http://www.sra.org.uk/consumers/problems/report-solicitor)