



Malcolm C Foy & Co –Complaints Handling Policy

What kind of complaints can we help with?

- Delay in dealing with your case.
- Difficulty in speaking to the person acting for you.
- Failure to give costs or rising costs information.
- **Complaints of a professional negligence nature are passed to our insurers to deal with directly.**

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

Our complaints procedure

If you wish to register a complaint, please write to Mrs A Pashley, our Client Care Director, detailing the basis of your complaint. You can contact her at: Malcolm C Foy & Co, 14 Princes Street, Doncaster, South Yorkshire DN1 3NJ. Email: info@malcolmcfoy.co.uk

What will happen next?

1. We will acknowledge your complaint, in writing, within 2 working days of us receiving it and it will be recorded in our central register. A complaint file will be opened and we will send you a copy of this procedure, which explains how your complaint will be handled.
2. We will then start to investigate your complaint. This will involve examining your file and discussing the matter with the person who acted for you. Your complaint may be dealt with by the Head of the Department at the request of Mrs A Pashley. This will be done within 14 working days where practicable but as soon as possible thereafter if not – for example, if the person who handled your matter is on holiday. If further information is needed, we will tell you how long it is likely to take us to complete our investigation and keep you informed of developments.
3. Within two days of the conclusion of our investigations we will send you a detailed written reply to your complaint setting out our views and any remedy we propose. We may also invite you to discuss the matter with us if it appears that this may resolve your concerns.
4. Within three days of the meeting, where one is held, we will write to you to confirm what took place and any solutions we have agreed with you.
5. Upon completion of the above steps, if you remain dissatisfied, you may ask for your complaint to be referred to a Director for a review of the decision. We will write to you within 14 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. If we have to change any of the timescales above, we will let you know and explain why. Your complaint will, in any event, be resolved within 8 weeks of the date it was received by us. We will not charge you for handling your complaint but please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

If you are still dissatisfied with the outcome

If you remain unhappy, you can complain to the Legal Ombudsman, which is an independent complaints body and the statutory complaints scheme for Solicitors. The contact details for the Legal Ombudsman are:-

Address: **Legal Ombudsman** PO Box 6167, Slough SL1 0EH

Tel: 0300 555 0333.

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

The Legal Ombudsman will normally only consider a complaint if, following completion of our complaints procedure, the matter has not been resolved to your satisfaction.

Timeframe for making a complaint to the Legal Ombudsman

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.

If you are not satisfied with our behaviour (for example dishonesty, taking or losing your money or treating you unfairly because of your age, disability or other characteristic) you can contact the [Solicitors Regulation Authority](http://www.solicitorsregulation.gov.uk).