

Complaints Procedure

Introduction

We aim to provide you with a high-quality legal service and to treat you fairly. We would also like you to inform us about any issues you may have experienced in connection with the services we have provided, so that we can make improvements. If you are dissatisfied with any aspect of our service, including our charges, please contact the partner responsible for your matter in the first instance, in accordance with the Terms of Business provided to you at the outset of your matter, so that we can do our best to resolve your concerns.

If your issues or concerns are not addressed to your satisfaction by that person, you may make a formal complaint to Charles James by email to cj@jlaw.co.uk or by post to him at Charles James & Co Solicitors Ltd, 33 Cavendish Square, London, W1G 0PW

How to make a complaint

So that we properly understand the issues or concerns you wish to raise, please set out:-

- Your full name and contact details;
- Your file reference number (this usually appears on letters and emails we have sent to you);
- Details of your issues or concerns, identifying any key dates or documents and/or correspondence to which those issues or concerns relate.
- What action you consider it appropriate for us to take in response, having regard to the issues or concerns raised by you.

How we will deal with your complaint

Once we have received your complaint, we will acknowledge it and commence our investigation. Typically, that investigation will involve: –

- A review of your complaint and any issues or concerns raised;
- A review of your file and any documents referred to in your complaint;

- Discussing your complaint with the person dealing with your matter or who dealt with your matter, where this is practicable; and
- In appropriate circumstances, inviting you to a meeting to discuss your complaint.

If we need you to clarify any aspect of your complaint, we will write to you and ask you to provide that clarification within a set time period. Any delay by you in responding to such a request may result in a delay to our final response to your complaint.

We will usually inform you in writing of our response to your complaint, following our internal investigation, within twenty-eight days of your complaint being made. If we need longer, we will inform you and explain why further time is required.

If you do not agree with our conclusions, we will have exhausted our internal complaints process. You still have the option of taking your complaint to the Legal Ombudsman or the Solicitors Regulation Authority.

We will not charge you for dealing with your complaint.

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. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving our final response to your complaint

and

- No more than one year from the date of the act or omission being complained about;
or
- No more than one year from the date when you should reasonably have known that there was cause for complaint.

For more information about the Legal Ombudsman contact:

www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help 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.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).

Complaints about fees

If your complaint relates to our bill, you may apply to the Court for an assessment of the bill under Part III of the Solicitors Act 1974 and may also be able to complain to the Legal Ombudsman (see above). However, the Legal Ombudsman may not deal with a complaint about a bill if an application has been made to Court.

Please note that if some or all of our bill remains unpaid, we may charge interest on the amount outstanding in accordance with our contract with you. We reserve the right, at our discretion, to take steps to recover the amount outstanding even if you have made a complaint.

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