

MARK REDLER & CO.

SOLICITORS

STAFFORD

OUR CLIENT CARE (COMPLAINTS) POLICY

At Mark Redler and Co., we aim to offer our clients an efficient, effective and professional service when dealing with your case.

If something goes wrong we need you to tell us about it. This will help us to improve our standards.

There is a time limit within which you may make a complaint, which is:

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| (i) | 1 year from the date of the act or omission being complained about; or |
| (ii) | 1 year from the date when you should have realised that there was cause for complaint; or |
| (iii) | Upon conclusion of our handling of your complaint, you have 6 months from that date to involve the Legal Ombudsman. |

Our Procedure.

- 1.** We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within two working days of receiving your complaint.
- 2.** We will record your complaint in our central register.
- 3.** We will then start to investigate your complaint. This will normally involve the following steps:
 - We will pass your complaint to Terrance Boulter, our Client Care Director, within five days. (If the complaint concerns Terrance Boulter, it will be passed to either Robert Chadwick or Christopher Redler, who will follow the same procedure set out below.)
 - He will ask the member of staff who acted for you to reply to your complaint within five working days.
 - He will examine their reply and the information in your complaint file. If necessary, he may also speak to them. He will then notify you of the period he will require to provide a reply.
- 4.** Terrance Boulter will then invite you to a meeting to discuss and hopefully resolve your complaint.

5. Within two days of the meeting he will write to you to confirm what took place and any solutions he has agreed with you. If you do not want a meeting, or it is not possible, Terrance Boulter will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within five days of completing the investigation.

At this stage, if you are still not satisfied you should contact us again. We will then arrange to review our decision: another Director of the Firm will review Terrance Boulter’s decision within ten working days.

6. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.

If we have to change any of the timescales above, we will let you know and explain why. If we have not resolved your complaint to your satisfaction within 8 weeks of your complaint, you may take your complaint to the Legal Ombudsman (poor service) or the Solicitors Regulation Authority (SRA) (breach of SRA Principles). **You must usually have complained to your solicitor or firm or they will not accept your complaint.**

There are companies who can carry out alternative dispute resolution, such as Promediate, www.promediate.co.uk, telephone 0203 621 3908, e-mail enquiries@promediate.co.uk, however we are not willing to utilise such a service.

Legal Ombudsman deals with all aspects of poor service (eg. delayed or unclear communication, problems with your fees, loss of documents).

SRA deals with a complaint when Solicitors: tell lies; steal from you; shut down without telling you; break the SRA’s rules.

Further information can be found on both organisations’ websites (details below).

May 2024 - Client Care Policy

Contact Details:

<p>Legal Ombudsman PO Box 6167 Slough SL1 0EH</p> <p>Tel : 0300 555 0333 e-mail : enquiries@legalombudsman.org.uk Website: www.legalombudsman.org.uk</p>	<p>Solicitors Regulation Authority The Cube 199 Wharfside Street Birmingham B1 1RN</p> <p>Tel : 0370 606 2555 e-mail : contactcentre@sra.org.uk Website: www.sra.org.uk</p>
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