

Resolution procedure



Our Fast Track Resolution Procedure:

Step	Resolution
1	We are confident that we will give you an efficient, valuable and cost-effective legal service in all respects. However, if you have any queries or concerns about our work for you, please take them up with the person dealing with your matter.
2	If that does not resolve the problem to your satisfaction, or you would prefer not to speak to that person, then please speak with the relevant Head of Department or Supervisor.
3	If you remain dissatisfied, please complete a copy of our formal written resolution procedure.

Our Formal Resolution Procedure:

Step	Resolution
1	<p>If you have a concern that you have not been able to resolve via our fast track resolution procedure, or where this procedure is not appropriate to your matter, please contact Mr. Bill Dhariwal, our Client Care Director, in writing using the details below.</p> <p>We value you and would not wish to think you have any reason to be unhappy with us. If there is a problem with our service, it is important that you notify us in order that we may resolve it and continue to improve our standards. We have eight weeks to consider your concerns.</p> <ul style="list-style-type: none">➤ Post: Lawcomm Solicitors, Unit 2, Fulcrum 2, Solent Way, Whiteley, PO15 7FN➤ E-mail: Bill.Dhariwal@Lawcomm.co.uk <p>If necessary, Mr. Dhariwal will pass your concern to the senior person in charge of the department involved in your matter or another senior colleague.</p> <p>Unfortunately, Mr. Dhariwal is not able to deal with issues under this procedure unless they are clearly set out in writing with sufficient details including your:</p> <ul style="list-style-type: none">➤ file reference number;➤ details of the individuals involved in your matter;➤ the substance of your issue with service;➤ what resolution you are seeking. <p>Wherever possible, please use the attached resolution form.</p>

2

We will record your issue with service in our central register and open a section within the central register for your matter. We will do this within one week of receiving your written resolution form or correspondence. We review our central register annually in order to identify trends for improvement.

3

We will then start to investigate your concern. This may involve one or more of the following steps:

- we may ask the member of staff who acted for you to reply to your concern;
- we may require further information from you or request a meeting or telephone call; and
- we may examine the reply, any further information you have provided and the information in your file. We may then ask the member of staff or you for more information.

This will take up a further two to four weeks from registering your issue of service.

4

Once our investigations are complete, we will send you a response to your concern. This will include our suggestions or actions for resolving the matter. This will happen within one week of us completing the investigation.

5

At this stage, if you are still not satisfied, you can write to us again within two weeks from the date of our formal response.

We will then arrange to review our decision. This will happen in one of the following ways:

- Mr Dhariwal will review his own decision within two weeks;
- We will arrange for someone in the firm who has not been involved in your matter to review it. He or she will do this within two weeks;
- We will invite you to agree to independent mediation. We will let you know how long this process will take.

If we do not hear from you in writing within two weeks from the date of our formal response, we shall presume that your complaint has been resolved to your satisfaction and close your section of the central register.

We will let you know the result of the review within one week from the end of the review. At this time, we will write to you confirming our final position on your matter and explaining our reasons. If you are still not satisfied, having permitted this firm an eight-week period in which to provide you with a response, you can contact the Legal Ombudsman for further information or seek Independent Legal Advice. You can write to the Legal Ombudsman at the following address:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

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For further information, you should contact the Legal Ombudsman on

- 0300 555 0333
- enquiries@legalombudsman.org.uk

If you are still not satisfied, you can contact the Solicitors Regulation Authority for further information or seek Independent Legal Advice. You may obtain Independent Legal Advice at any stage.

If we have to change any of the timescales above, we will let you know and explain why.

We are obliged by our professional rules of conduct to attempt to resolve problems that clients may have with the service provided. It is therefore important that you immediately raise your concerns with us and we will do our best to respond within the timescales set out above and, if appropriate, find an acceptable resolution.

Resolution Form

Lawcomm

s o l i c i t o r s



<i>Name</i>	
<i>Lawcomm Reference</i>	
<i>Correspondence Address</i>	
<i>Email Address</i>	
<i>Contact Number</i>	(h). _____ (m). _____
<i>Case Handler</i>	
<i>Fast Track Complete</i>	Yes / No / N/A
<i>Details of issue</i>	
<i>Desired Resolution</i>	

Signed: _____ Dated: _____

Signed: _____ Dated: _____

(all clients must sign this form)

Thank you for completing our resolution form. Kindly note the timescales for action and responses set out within our resolution procedure. If you require any further information concerning our resolution procedure, please do not hesitate to contact us.