

Complaints Procedure

It is important to us that we provide services of the highest quality to all of our clients. We want to resolve any problems you have with our Service and it is therefore important that you immediately raise any concerns you may have with us. We shall ensure that any complaints identified are dealt with in accordance with this procedure.

All complaints will be dealt with sympathetically and promptly to ensure you receive a high standard of service and client care in the delivery of our services.

Where a Client wishes to make a formal complaint, we have a strict procedure and timescales we adhere to. Clients should where possible notify us of a complaint in writing addressed to our Client Care Team in the first instance by emailing info@allyrandall.com.

A client may also make a complaint orally, and ask that it is considered under this complaints procedure. If you initially make your complaint orally we may ask you to put it in writing, particularly if it is extensive, so there can be no doubt about your concerns.

Putting your complaint in writing may also be in your best interests if it is escalated later, although we hope that will be uncommon. We can provide a template to assist you putting your complaint in writing, or we can help you complete the template where you need our support. Where you are unable to put your complaint in writing because of a vulnerability or a disability, suitable adjustments to the process will be made on a case by case basis. References to 'in writing' in this section should be read accordingly.

We will acknowledge a formal complaint within 7 working days and an impartial investigation will be carried out.

A full response to a formal complaint will be given to you within 28 working days, **unless** the complaint is complex and requires more time. In that case, you will be notified and given an alternative period of time in which we will respond. This will not exceed 8 weeks.

We reply to formal complaints in writing and provide our views regarding the complaint and how we propose to resolve it.

If you are dissatisfied with the decision or the way your complaint has been handled, or we cannot resolve your concerns, you can make a complaint to the Legal Ombudsman.

The Legal Ombudsman investigates your complaint about Legal Services. They expect your complaints to be made to them within 1 year of the date of the act or omission about which you are concerned, or within 1 year of you realising that there was a concern. You must also refer your concerns to the Legal Ombudsman within 6 months of our final response to you.

The Legal Ombudsman may consider complaints made after these deadlines if it is fair and reasonable for them to do so. They may decide not to pursue a complaint if:

- there was no significant loss, distress, inconvenience, or detriment;
- the size or complexity of the complaint, or your behaviour, results in the complaint requiring a disproportionate use of resources;
- there has been undue delay in bringing the complaint;
- where you have already accepted a reasonable offer we made.

The Legal Ombudsman's contact details are:

Website: www.legalombudsman.org.uk

Call: 0300 555 0333 (10am – 4pm)

Relay UK: 18001 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH