

COMPLAINTS HANDLING PROCEDURE (CLIENT VERSION)

1. Our complaints policy

- 1.1. We are committed to providing a high-quality legal service to all our clients.
- 1.2. When something goes wrong, we need you to tell us about it.
- 1.3. This will help us to improve our standards.

2. Our complaints procedure

- 2.1. If you have a complaint about our service or a bill that we have rendered or both, please contact us with the details.
- 2.2. The person to contact is David Stokes, and he can be reached at:
Lawable Post, PO Box 331, Beverley, East Riding of Yorkshire HU17 6GR
david@lawable.co.uk
01482 872739
- 2.3. What will happen next?
 - 2.3.1. We will send you a letter acknowledging receipt of your complaint within 7 days of us receiving the complaint, enclosing a copy of this procedure
 - 2.3.2. We will then investigate your complaint.
 - 2.3.3. David Stokes will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be done within 14 days of sending you the acknowledgement letter.
 - 2.3.4. Within 7 days of the meeting, David Stokes will write to you to confirm what took place and any solutions he has agreed with you.
 - 2.3.5. If you do not want a meeting or it is not possible, David Stokes will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 14 days of sending you the acknowledgement letter.
 - 2.3.6. If you are not satisfied with our response, you can then contact the Legal Ombudsman at:
PO Box 6806
Wolverhampton
WV1 9WJ
Tel: 0300 555 0333 or 0121 245 3050
Email: enquiries@legalombudsman.org.uk
- 2.4. There are time limits within which complaints must be made to the Legal Ombudsman, as indicated below:
 - 2.4.1. Generally speaking, your complaint should be made to the Ombudsman within six months of receiving a final response from us to your complaint;
and
 - 2.4.2. No more than six years from the date of act/omission; or
 - 2.4.3. No more than three years from when you should reasonably have known there was cause for complaint.

- 2.5. You also need to be aware that the Ombudsman only deals with complaints from the following:
- 2.5.1. an enterprise which, at the time that the complaint is made, is a micro-enterprise within the meaning of arts.1, 2(1) and (3) of the Annex to Commission Recommendation 2003/361/EC, as that Recommendation had effect at the date it was adopted;
 - 2.5.2. a charity with an annual income net of tax of less than £1 million at the time at which the complainant refers the complaint to the respondent;
 - 2.5.3. a club, association or organisation, the affairs of which are managed by its members or a committee or committees of its members, with an annual income net of tax of less than £1 million at the time at which the complainant refers the complaint to the respondent;
 - 2.5.4. a trustee of a trust with an asset value of less than £1 million at the time at which the complainant refers the complaint to the respondent;
 - 2.5.5. a personal representative of an estate of a person; or
 - 2.5.6. a beneficiary of an estate of a person.