

Complaints Procedure

1. Cullimore Dutton are committed to providing a high-quality legal service.
2. We acknowledge that we may not always get it right so if something has gone wrong, including any issues you have regarding a bill or bills that we have sent you, we need you to tell us.
3. **How do I make a complaint?**
 - 3.1 You can contact us in writing (letter or email), or by telephone.
 - 3.2 In the first instance, it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you do not feel able to discuss your concerns with them, please contact the person responsible for the overall supervision of your matter, who will be named in the client care letter we sent you at the beginning of your matter.
 - 3.3 If you do not feel able to raise your concerns with either of these people, or you are unsatisfied with their response, please contact:

Mr Andrew Wright, 27 Newgate Street, Chester CH1 1DE
Email: complaints@cullimoredutton.co.uk
 - 3.4 To help us to understand your complaint, and in order that we do not miss anything, please tell us:
 - 3.4.1 your full name and contact details
 - 3.4.2 what you think we have got wrong
 - 3.4.3 how you would like your complaint to be resolved, and
 - 3.4.4 your file reference number (if you have it)
4. **How will you deal with my complaint?**
 - 4.1 We will write to you within three working days acknowledging your complaint, enclosing a copy of this policy.
 - 4.2 We will investigate your complaint. This will usually involve:
 - 4.2.1 reviewing your complaint
 - 4.2.2 reviewing your file(s) and other relevant documents, and
 - 4.2.3 liaising with the person who dealt with your matter
 - 4.3 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

- 4.4 We will update you on the progress of your complaint at appropriate times.
- 4.5 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you by telephone.
- 4.6 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement.
- 5. What to do if we cannot resolve your complaint**
- 5.1 If you are unhappy with the outcome of our complaints handling procedure please first let us know and we will review the matter.
- 5.2 We have eight weeks to consider your complaint. If we have not resolved it within this time you may be able to complain to the Legal Ombudsman. This applies if you are an individual, a business with fewer than 10 employees and turnover or assets not exceeding a certain threshold, a charity or trust with a net income of less than £1m, or if you fall within certain other categories (you can find out more from the Legal Ombudsman). The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your matter.
- 5.3 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 the Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.
- 5.4 If you would like more information about the Legal Ombudsman, please contact them at:
- Legal Ombudsman PO Box 6167, Slough, SL1 0EH
Tel No: 0300 555 0333
- www.legalombudsman.org.uk
- 5.5 The Legal Ombudsman is the designated scheme for dealing with legal services complaints. However, we are also obliged to inform you that other Alternative Dispute Resolution (ADR) service providers exist, eg North West Mediation Solutions www.nwmediationsolutions.co.uk, which offer a consumer complaint resolution service. However, we are not obliged to and do not agree to use this or any other ADR providers. If, therefore, you wish to complain further, you should contact the Legal Ombudsman.

6. What to do if you are unhappy with our behaviour

6.1 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.

6.2 You can visit their website to see how you can raise your concerns with the Solicitors Regulation Authority at:

www.sra.org.uk

7. What will it cost?

7.1 We will not charge you for handling your complaint.

7.2 Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

7.3 The Legal Ombudsman service is free of charge.