



Client guidance note

Client's Complaints Procedure

We try to provide the best possible service to all our clients. However if you are unhappy about any aspect of the service you have received or about any invoice you should tell us as soon as possible. We aim to deal with any problem by having a fair, quick and efficient complaints procedure which will not involve any cost to you.

Who to contact about your complaint

In the first instance we ask that you contact either the fee earner who is dealing with your matter or the partner or senior manager who is named in your client agreement as your relationship manager. You can contact them by phone or by e-mail or by letter.

What will happen next

We will promptly confirm that we have received your complaint. We will also tell you who is investigating the matter and the date by when we will let you have our detailed response. In some circumstances we may need to ask you for further information so that we can deal with your complaint fully.

Who will investigate the complaint

The person to whom the complaint is addressed will initially investigate the matter and will respond in the first instance.

If the person carrying out the investigation was personally involved in the matter leading to the complaint, the matter will also be reviewed by someone who was not involved (usually your relationship manager). If this is not appropriate or practicable, we will arrange for another appropriate person to review the matter.

We will ensure your complaint is properly investigated and the issues raised by you objectively considered.

If you would like to have a meeting to discuss your complaint your relationship manager can arrange this for a mutually convenient time. You will receive a follow-up letter within 7 days of that meeting.

You should allow us at least 8 weeks to resolve your complaint, or have received our Final Response Letter, before taking your complaint to the Legal Ombudsman. If we have not dealt with your complaint to your satisfaction after that time or at the conclusion of the complaints process and you wish to make a referral, the Ombudsman can be contacted by post at PO Box 6806 Wolverhampton WV1 9WJ or by email at: enquiries@legalombudsman.org.uk or by telephone on 0300 555 0333.

This publication gives general guidance only. It may not always apply and should not be relied on in place of specific legal advice.

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The time limit for referral of complaints to the Ombudsman is six months from the date of our Final Response Letter. Please note in addition that any referral to the Ombudsman must be made no later than one year from the date of the act or omission being complained about or one year from the date when you should reasonably have known that there was cause for complaint.

See www.legalombudsman.org.uk for further information. If your complaint concerns an invoice you may also apply to the court for an assessment under Part III of the Solicitors Act 1974.

We are obliged to inform you that alternative complaints bodies (such as ProMediate at enquiries@promediate.co.uk) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We do not agree to use the service as we believe the specialist Legal Ombudsman to be the most appropriate body.