

Client Complaint Process

The following information summarises how we handle complaints relating to activities that are regulated by the Solicitors Regulation Authority ('SRA') and other legal services falling within the remit of the Legal Ombudsman.

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

If you have a complaint, please contact us with the details. We have 5 days to acknowledge your complaint and eight weeks to consider and respond to your complaint. If we have not resolved, it within this time you may complain to the Legal Ombudsman.

Who should a complaint be addressed to?

We ask that in the first instance you address your complaint to the director at Your Local Family Solicitors Ltd who handles your affairs.

Garfield Wallett (Director) Your Local Family Solicitors Ltd, Sandford Court, 21 Sandford Street Lichfield Staffs WS13 6QA (email: garfield@yourlocalfamilysolicitor.co.uk)

Investigation of complaints

Where a complaint is received, we will investigate it. We aim to deal with complaints promptly, fairly, openly and effectively to determine whether it should be upheld and, if so, what remedial action or redress may be appropriate. We shall seek to resolve complaints at the earliest opportunity with the aim of doing so within 8 weeks of receipt.

Timescale for initially responding to complaints

We will acknowledge your complaint promptly (generally within 5 business days) in writing and will include written details of our complaints handling procedures. Where we are able to provide a final response immediately, the acknowledgement may be combined with the final response. You will be kept informed of the progress of the investigation.

Final or other response within 8 weeks

Within 8 weeks of receipt of a complaint, we will either send:

- (i) a final response which upholds the complaint and, where appropriate, offers redress or rejects the complaint and gives reasons for doing so; or
- (ii) a response explaining that we are not in a position to make a final response, giving reasons for the delay and indicating when we expect to be able to provide a final response.

Our response detailed above will inform you that, if you are still not satisfied, you may be entitled to refer the matter to the Legal Ombudsman and will provide full contact details for the Legal Ombudsman and a warning that the complaint must be referred to the Legal Ombudsman within 6 months of the date of our written response.

What is a complaint?

The SRA and the Legal Ombudsman define a complaint as an expression of dissatisfaction (oral or written) which alleges that the complainant has suffered (or may suffer):

- financial loss;
- distress;
- inconvenience; or
- other detriment

What is an SRA regulated activity?

Your Local Family Solicitors Ltd is authorised and regulated by the Solicitors Regulation Authority (SRA). An SRA regulated activity is a service delivered by Your Local Family Solicitors Ltd to a client that is regulated by the SRA. Where we deliver services to a client which are regulated by the SRA, we will inform that client in writing identifying the specific services which are subject to regulation by the SRA and the implications of such regulation.

Information on the regulations of the SRA and the SRA's Code of Conduct can be found at www.sra.org.uk.

What legal services fall within the remit of the Legal Ombudsman?

The Legal Ombudsman may consider complaints in respect of SRA regulated activities. Further, as Your Local Family Solicitors Ltd is authorised and regulated by the SRA, the Legal Ombudsman has the remit to consider complaints in respect of other services delivered by Your Local Family Solicitors Ltd that are not SRA regulated activities but which the Legal Ombudsman considers to be legal services. Further guidance on this, can be found at <http://www.legalombudsman.org.uk>

Referring complaints to the Legal Ombudsman and Court of Assessment

The Legal Ombudsman can be contacted by telephone on 0300 555 0333, by email: enquiries@legalombudsman.org.uk; or by writing to In writing: PO Box 6167, Slough SL10EH or www.legalombudsman.org.uk. Typically, the Legal Ombudsman will only consider complaints if you have first used our complaints procedure. Complaints to the Legal Ombudsman must normally be referred within 6 months of the date of our final written response in respect of the complaint and complaints should be referred no later than one year from the act or omission which is the subject of the complaint or one year from when you should reasonably have known there was a cause for complaint, Please note that the Legal Ombudsman's service will only accept complaints from members of the public and certain small businesses, charities, clubs, associations and trusts. Further details on referral of complaints to the Legal Ombudsman can be found at <http://www.legalombudsman.org.uk>.

Referring complaints to the SRA

In addition to the above, complaints about our behaviour can also be raised with the SRA. See <https://www.sra.org.uk/consumers/problems/report-solicitor.page> for further details.

YOUR LOCAL FAMILY SOLICITORS