

## COMPLAINTS POLICY

### 1. Introduction

Thursfields Legal Limited is authorised and regulated by the Solicitors Regulation Authority (SRA) (registered no. 612944). Thursfields Solicitors is a trading name of Thursfields Legal Limited, a private limited company registered in England and Wales (registered no. 8829685). Our registered office is 14 Church Street, Kidderminster, Worcestershire, DY10 2AH. Thursfields Legal Limited is registered for VAT (VAT no. 275 1215 73).

In these Terms of Business, “we”, “our” or “us” means Thursfields Solicitors.

### 2. Procedure

Thursfields Solicitors is committed to providing a high-quality service to all our clients. We hope that you will not need to use this procedure, however in the unlikely event that you are not satisfied with the service we have provided or the amount of your bill, please contact the solicitor who is dealing with your matter, or their supervisor in the first instance.

If the solicitor or supervisor are unable to resolve your concerns, please contact Mr Mark Pittaway, Thursfields Solicitors’ Director for Compliance:

- by post: Hyefield House, 36 Hagley Road, Halesowen, West Midlands, B63 4RH;
- by email: [mpittaway@thursfields.co.uk](mailto:mpittaway@thursfields.co.uk); or
- by telephone: 0121 227 3850.

#### What will happen next?

1. Once your correspondence and/or complaint has been received, a letter of acknowledgment will be provided to you within 5 working days.
2. Your complaint will be recorded in the Complaints Register and a file specific to your complaint will be opened.
3. After consideration, it will be determined who the correct person to deal with the complaint will be. This might be the fee earner about whom the complaint is made, the supervisor of that fee earner or the Director of Compliance. You will be advised of the identity of the relevant person in the letter of acknowledgement.
4. The investigation into your complaint will then commence and, although there are a number of stages to our complaints process, we will aim to complete our investigation within 5 working days. If more time is required or if we need further information from you or from elsewhere, we will notify you and tell you by when we hope to respond.

5. Sometimes we find that a meeting is helpful and if you agree a meeting may be arranged.
6. Unless we are able to resolve matters at a meeting, we will send you a detailed reply to your complaint and this will include suggestions for resolving the complaint where appropriate.
7. We hope that you are satisfied with the outcome of our investigation. However, if you are not, you should contact the Director of Compliance and the decision may be reviewed. The solicitor or supervisor may review his/her own decision within 5 working days, or if the investigation was carried out by the Director of Compliance, a review of the decision will be undertaken within 10 working days.
8. A full response will be provided to you within 5 working days of the end of the review period. At this time we will write to you confirming our final position on your complaint and explaining our reasons.

### Legal Ombudsman

We have eight weeks to consider your complaint. If we have not resolved it within this time or you remain dissatisfied at the end of our complaints process, you may complain to the Legal Ombudsman. The Legal Ombudsman can investigate complaints up to six years from the date of the events complained of or within three years of when you found out about the problem. If you wish to refer your complaint to the Legal Ombudsman, you must do this within 12 months of our final response to your complaint.

The contact details for the Legal Ombudsman are:

- by post: PO Box 6806, Wolverhampton, WV1 9WJ;
- by email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk); or
- by telephone: 0300 555 0333.

If you consider our charges to be unfair, you have the right to have them assessed by the court under Part III of the Solicitors Act 1974. Further information is contained within our invoices.