

COMPLAINTS PROCEDURE

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.

Initial concerns

Where you have concerns about the handling of your matter, we encourage you to attempt to address those concerns either with the member of staff who has conduct of your case for you, or their Head of Department or, in their absence, another senior member of the relevant department. They will listen to any concerns that you might have, and if they are able, will take steps to address those concerns and put right any problems.

Where it is not possible to resolve matters in this way, or you require your complaint to be dealt with formally, then the procedure below will be followed.

Complaints procedure

If you have a complaint, we would prefer you to write to us at Complaints, Ramsdens Solicitors LLP, Oakley House, 1 Hungerford Road, Huddersfield, HD3 3AL or email us at clientcare@ramsdens.co.uk with the details of your complaint. If there are any circumstances that make it difficult for you to make a complaint in writing please contact us on 01484 821500 and ask to speak to the Complaints Partner and we will try to assist you. For the avoidance of doubt, there is no charge to clients for the handling of complaints.

What will happen

We will send you a letter acknowledging your complaint and if necessary asking you to confirm or explain the details set out. You can expect to receive our letter within 5 business days of us receiving your complaint. Please let us know as soon as possible if you believe we have misunderstood the basis of your complaint.

We will record your complaint in our Central Register.

We will then start to investigate your complaint. This will normally involve the following steps:

We will pass your complaint to Nick Armitage, our Complaints Partner. If either the complaint is made against Nick Armitage himself or if he feels that another partner of the Firm is better able to deal with a particular complaint, then the matter will be passed to the appropriate partner and we will let you know the name of this partner.

Nick Armitage will then consider your complaint and carry out an investigation and will provide the outcome of his investigation within 20 business days. If the matter is complex and takes longer to deal with, we will contact you within 20 business days to give you an approximate timescale of when you can expect a response from Nick Armitage.

If Nick Armitage believes it will be helpful, he may invite you to meet him and discuss, and hopefully, resolve your complaint. Within 5 business days of the meeting Nick Armitage will write to you to confirm what took place and any solutions he has agreed with you.

At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision which will be undertaken by another senior person in the Firm and will be completed within 10 business days.

At this time we will write to you confirming our final position on your complaint and explaining our reasons.

If you are still not satisfied, you can then contact the Legal Ombudsman about your complaint.

If we have to change any of the timescales above, we will let you know and explain why.

Please note that we have eight weeks to consider your complaint and if we have not resolved it within this time you may complain to the Legal Ombudsman.

The Legal Ombudsman's contact details are as follows:

P.O. Box 6806, Wolverhampton, WV1 9WJ

Telephone: 0300 555 0333

Minicom: 0300 555 1777

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Please note that from 22nd January 2024 correspondence should be sent to PO Box 6167, Slough, SL1 0EH

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within one year of the act or omission about which you are complaining occurring (or if outside of this period, within one year of when you should reasonably have been aware of it).