

CLIENT COMPLAINTS PROCEDURE

Stevens & Bolton LLP is committed to providing a high quality legal service. As part of that service we operate a client complaints procedure. Our aim is that through our complaints procedure your complaint will be investigated fairly, fully and promptly and, wherever possible, will be resolved to your satisfaction.

We aim to comply with the timescales and procedures set out in our complaints procedure. However, should that not be possible or should an alternative approach be more suitable, we will let you know and explain why.

We also seek to maintain a flexible approach to handling complaints and should you at any stage feel our complaints procedure is not suitable for addressing your complaint, please contact Andrew Quick, our Complaints Handling Partner, and we will be happy to consider an alternative approach.

Our complaints procedure

- 1 If you have a complaint, please contact our Complaints Handling Partner. His contact details are:

Andrew Quick	Tel:	01483 302264
Stevens & Bolton LLP	Direct tel:	01483 734249
Wey House	Fax:	01483 302254
Farnham Road	Email:	andrew.quick@stevens-bolton.com
Guildford		
GU1 4YD		

- 2 Upon receipt of your complaint:
 - (a) we will write to acknowledge it and will inform you of the name and contact details of the person who will be investigating your complaint; and
 - (b) we will contact the partner in charge of the department involved in your complaint and your Client Care Partner.
- 3 After receiving your complaint (and usually within 7 days of receiving it) we will write to you to invite you to attend a meeting with the person who will be investigating your complaint in order to discuss it or to provide a written summary of your complaint, if you would prefer.
- 4 After meeting with you or receiving a written summary of your complaint, we will investigate your complaint. This may involve:
 - (a) discussing your complaint with the lawyer who acted for you; and
 - (b) reviewing our file with or without the involvement of the lawyer who acted for you.

- 5 Our aim is to complete our investigation as quickly as possible and, if we expect that the investigation may take longer than 4-6 weeks to complete, we will let you know and explain the reasons for that. If there is a particular urgency to investigate your complaint, please let us know at the outset and we will try to expedite the investigation.
- 6 Within seven days of completion of the investigation we aim to:
- (a) write to you to summarise the results of our investigation, to set out our preliminary conclusions which may include suggestions for resolving your complaint and to invite your comments; and / or
 - (b) invite you to attend a meeting to discuss the results of our investigation and our preliminary conclusions.
- 7 We will consider any comments you may have on the results of our investigation and our preliminary conclusions and we aim to write to you to set out our final conclusions within seven days of receiving your comments.
- 8 If you are not satisfied with our handling of your complaint, you may be entitled to ask the Legal Ombudsman to consider it. The contact details for the Legal Ombudsman are:

The Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Tel: 0300 555 0333 (or +44 121 245 3050
if calling from outside the UK)
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

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 six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).