

COMPLAINTS PROCEDURE

Stevens & Bolton LLP is committed to providing a high-quality legal service and to handling personal data in accordance with applicable data protection law.

This procedure sets out how we handle complaints relating to our legal services and complaints about our handling of personal data.

1 OUR LEGAL SERVICES COMPLAINTS PROCEDURE

1.1 Aims

1.1.1 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.

1.1.2 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.

1.1.3 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.

1.2 If you have a complaint relating to our legal services, 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		

1.3 Upon receipt of your complaint, we will:

1.3.1 write to acknowledge it and inform you of the name and contact details of the person who will be investigating your complaint; and

1.3.2 contact the partner in charge of the department involved in your complaint and your Client Care Partner.

1.4 If we think it would assist us in understanding and/or resolving your complaint, we may ask you to provide us with more information in relation to your complaint, whether in writing or on the telephone.

1.5 When we have all the information we need from you, we will investigate your complaint. This may involve:

1.5.1 discussing your complaint with the lawyer who acted for you; and

1.5.2 reviewing our file with or without the involvement of the lawyer who acted for you.

1.6 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.

- 1.7 Within seven days of completion of the investigation, we aim to 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.
- 1.8 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.
- 1.9 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 6167
Slough
SL1 0EH

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

- 1.10 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 and within one year of the act or which you are complaining occurring (or if outside of this period, within one year of when you should reasonably have been aware of it).

- 1.11 A complaint may also be raised with the Solicitors Regulation Authority (SRA) if it relates to the professional conduct of Stevens & Bolton LLP or any of its Partners and employees. Further information can be found on the [SRA's website](#). The contact details for the SRA are:

The Solicitors Regulation Authority
SRA Report
The Cube
199 Wharfside Street
Birmingham
B1 1RN

Tel: 0370 606 2555
Email: reports@sra.org.uk

2 OUR DATA PROTECTION COMPLAINTS PROCEDURE

- 2.1 If your complaint concerns how we have handled your personal data, please contact our Data Protection Officer. Their contact details are:

Data Protection Officer
Stevens & Bolton LLP
Wey House
Farnham Road
Guildford
GU1 4YD

Email: DPO@stevens-bolton.com

- 2.2 We will acknowledge receipt of your complaint promptly and in any event within 30 days of receiving it.

- 2.3 We may need to ask for additional information or documents to verify your identity or if you are making the complaint on behalf of someone else, to check that you are authorised to do so.
- 2.4 We will, without undue delay, investigate your complaint and inform you of the outcome.
- 2.5 We will keep you updated on expected timeframes and explain if more time is needed, for example where it is a complex matter.
- 2.6 You have the right to complain to the Information Commission (IC), or any relevant supervisory authority, at any time. However, in the majority of cases, the IC will expect you to have raised your complaint with us first so that we have an opportunity to resolve it. The IC's contact details are:

Information Commission

Tel: 0303 123 1113

Wycliffe House

Website: <https://ico.org.uk/make-a-complaint>

Water Lane Wilmslow

Cheshire

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