

## Complaints Handling Policy.

Rachel Conn is a sole practitioner and if you are unhappy about any aspect of the service provided or about this firm's costs, please contact Rachel Conn. We want to give you the best service we can, and if you are unhappy or have concerns, we would like to address them for you as soon as possible.

Here are the steps Rachel Conn & Co takes when a complaint is received:

1. Your complaint will be acknowledged within 2 working days of receipt.
2. Your complaint will be investigated in detail. This involves a review of your case and a written reply within 14 days of our acknowledgement of your complaint. We will also set out your options for resolving the matter and where appropriate we may propose to deal with the matter by telephone. If we need longer to respond to your complaint, we will explain our reasons.
3. When you have had an opportunity to consider our written reply and respond further, we will listen to your further concerns and respond within a further 14 days. This will be our final review in which the outcome will be set out.
4. If at this stage you remain unhappy with the way your case was handled or with the way in which your complaint was dealt with, you can take the matter further by asking the Legal Ombudsman to consider your complaint. Complaints to the Legal Ombudsman should be made within 6 months of our final response to your complaint, or within 6 years of the occurrence or the act or omission you are complaining about (or if outside that period within 3 years of when you should have become aware of it). For further information, you should contact the Legal Ombudsman whose contact details are as follows:

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

Website : [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
Email : [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Telephone : 0300 555 0333

The Legal Ombudsman may not be able to deal with a complaint about a bill which has already been assessed by the Court. Nonetheless, it is for the Legal Ombudsman to set out to you the limits of its jurisdiction and how it can help you.

Alternative complaints bodies such as *ProMediate* ([www.promediate.co.uk](http://www.promediate.co.uk)) exist which are competent to deal with complaints about legal services should both you and this firm wish to use such a scheme.