

## COMPLAINTS PROCEDURE POLICY

### Our complaints policy

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.

### Our complaints procedure

If you have a complaint, please contact Mr. David Downham, our Practice Director, who is the person responsible for dealing with client care issues. You can contact him by post at Bowling & Co, 62 Broadway, Stratford, London, E15 1NG, or via email at [david.downham@bowlinglaw.co.uk](mailto:david.downham@bowlinglaw.co.uk) or telephone: 020 8221 8006.

### What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within a maximum of three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve reviewing your file and speaking to the member of staff who acted for you. If your complaint relates to a matter where the file has been closed we may need to obtain your file from our archive storage facility, which may take 1-2 days.
3. Mr David Downham will send you a detailed reply to your complaint, including his suggestions for resolving the matter, within 28 days of sending you the acknowledgement letter.

4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a partner who has not had any dealings with your matter to review the initial decision.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

## Timescales

- We are allowed up to a maximum of **eight weeks** from the date of receipt of your complaint, to send you our final response and resolution, using our internal procedures as set out in this document. If we have not been able to settle your complaint using our internal complaints process as above, within that eight week period, you have a right to complain to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints. The Legal Ombudsman's contact details are:

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

Telephone: 0300 555 0333  
Minicom text phone user: 18002 0300 555 0333  
NGT Lite users: 18001 0300 555 0333  
Email address: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

- The Legal Ombudsman can only look at your complaint if it meets **all three of the steps** below:
  1. The problem or when you found out about it, happened after 5<sup>th</sup> October 2010; **and**
  2. You are referring your complaint to the Legal Ombudsman within either of the following:
    - i) **Six years** of the problem happening; **or**
    - ii) **Three years** from when you should reasonably have known there was cause for a complaint; **and**
  3. You are referring your complaint to us **within six months** of your solicitor's final response letter.

**Objecting to our bill(s)**

You may have the right to object to our bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974.

**Non-payment of our bill(s)**

You should be aware that the firm may be entitled to charge interest if all or part of our bill(s) remains unpaid.

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

**Solicitors Regulation Authority**

The Solicitors Regulation Authority (SRA), can help you if are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can raise your concerns with the SRA at this link: <http://www.sra.org.uk/consumers/problems.page>