



WRITTEN COMPLAINTS PROCEDURE

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**Stone Rowe Brewer LLP is a limited liability
Partnership regulated by the Solicitors
Regulation Authority**

**A full list of members is available for inspection
at the above registered office.
Registered in England with Partnership No.
OC349339**

1. We define a complaint as an oral or written expression of dissatisfaction which alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience or other detriment
2. Every Client will have been informed at the outset of a matter what they should do if they are dissatisfied with our service. This will be in our Guide for our Clients or Terms of Business letter. The Standard Costs Information Leaflet also provides information if a client is not happy about any aspects of charging or the bill.
3. We want to give you the best possible service. However, Clients are welcome to tell us if they feel they are not receiving the service they had hoped for. Our aim is to put the matter right and we will look into any complaint promptly and thoroughly.
4. Clients should first mention any dissatisfaction or complaint to the person who is looking after their matter and we will then do our best to resolve any issues raised.
5. If a person is unhappy after that, he/she can complain to the supervising person whose name is given to them at the outset in the Guide for our Clients or Terms of Business letter. That person will investigate the matter and contact the client about the problem. Making a complaint will not affect how we handle your case.
6. The Client should put the complaint in writing (this can be done by e-mail) to the supervising person (keeping a copy) explaining what action he/she wants us to take.
7. On receipt of such a communication, the supervising person or the firm's Complaints Officer will write confirming receipt of the complaint, confirming any discussion which may have taken place and confirming what Stone Rowe Brewer will be doing about it. This will be at no extra cost to you.
8. We will ensure a full and fair investigation of any reasonable complaint. The investigation will involve our Complaints Officer which we feel will provide a degree of impartiality within the process as he/she will not have been involved in your matter either directly or in a supervisory capacity.
9. We undertake to respect a Client's wish for confidentiality and to abide with all relevant data protection laws in that regard.
10. We aim to address all points at issue and provide a response as quickly as possible and, normally, within an agreed timescale.
11. We expect to act on any justified complaint and arrange a change and/or improvement in procedures and/or relevant training to ensure that similar circumstances do not arise again.
12. The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. From 1st April 2023, the time limits for referring a complaint to the Legal Ombudsman will not be later than:

- **One year** from the date of the act or omission being complained about; or
- **One year** from the date when you should have realised that there was cause for complaint
- Within **6 months** of our final response to you

The Legal Ombudsman Scheme Rules (as updated 1st April 2023) can be viewed here:

<https://www.legalombudsman.org.uk/information-centre/corporate-publications/scheme-rules/>

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 10.00 to 16.00 hours, Monday to Friday.

Calling from overseas:
+44 121 245 3050

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6167, Slough, Berkshire SL10EH

13. The Solicitors Regulation Authority (SRA) can help if you 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.

Visit their website to see how you can raise your concerns:

<https://www.sra.org.uk/consumers/problems/report-solicitor/>