

Milwyn Jenkins Solicitors

COMPLAINTS PROCEDURE

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

The purpose of this procedure is to define the actions, authority and responsibility with the practice for handling client complaints, and for the effective implementation of suitable corrective action. Our Client Care letter advises that when a matter cannot be resolved by the Solicitor handling the case then the complaint is to be referred to the respective partner named in that Client Care letter.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain any details. If it seems appropriate, we will suggest a meeting at this stage. We will also let you know the name of the person who will deal with your complaint.
2. We will then record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the relevant file(s).
3. If appropriate, we will then invite you to meet the Complaints Partner to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 14 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, the Complaints Partner will write fully to you setting out her views on the situation and any redress that we would feel to be appropriate if applicable.
4. Within seven days of any meeting we will write to you to confirm what took place and any suggestions that we have agreed with you. The Partner will identify the cause of any problem which the client has complained of for appropriate redress and record corrective action for resolution of the complaint in detail on the central register and client file.
5. At this stage, if you are still not satisfied, please let us know. We will then arrange to review our decision. We would generally aim to do this within ten days.
6. We will let you know the result of the review within five working days of the end of the review. At this time, we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you the name and address of the Office for the Supervision of Solicitors. If you are still not satisfied, you can contact them about your complaint. We very much hope that this will not be necessary.
7. On completion of the complaints procedure where correction of any unsatisfactory procedures or methods are required then these changes will be noted on the central complaints register and any amendments to procedures made to the Office Manual as appropriate.
8. Should resolution of a complaint require disciplinary action then this will be dealt with accordingly.
9. Where a complaint is received by a person other than a Solicitor (for example a Receptionist or Secretary), written notice of complaint will be taken and passed to the Solicitor acting for that client who will then raise the matter with their client and the procedures as outlined will then be followed as necessary.
10. It is the firm's policy that all complaints are dealt with promptly and that the client be made aware of all actions taken, in writing.
11. If we are unable to resolve the client's complaint to their satisfaction through our internal complaints procedure, you have the right to take your complaint to the Legal Ombudsman. In this case the appropriate Legal Ombudsman is located in Slough, the address being PO Box 6167, Slough SL1 0EH. The complaint must be made within one year of the date of the final response from us and no more than six years from the date of the act/omission giving rise to the complaint, or when the client should reasonably have known that there was cause for complaint. Our Partner who has general responsibility for complaints is Mrs Avril Evans.
12. Complaints about poor service can be made to the Legal Ombudsman, but if the Legal Ombudsman thinks your case involves a breach of the Solicitors' Regulation Authority (SRA) Principles, they will refer it on to the SRA. If you think this firm has breached an SRA Principle, then you can make a complaint directly to the SRA. There are seven Principles that all people and Law firms regulated by the SRA must meet. They must act:
 - i. in a way that upholds the constitutional principle of the rule of law, and the proper administration of justice;
 - ii. in a way that upholds public trust and confidence in the Solicitors' profession and in legal services provided by authorised persons;
 - iii. with independence;
 - iv. with honesty;
 - v. with integrity;
 - vi. in a way that encourages equality, diversity and inclusion;
 - vii. in the best interest of each client.