

Complaints

How we deal with complaints

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.

Step One: Please try and resolve your complaint by speaking with the lawyer assigned to work for you.

Step Two: If you are not satisfied with the way he/she deals with your complaint please contact the Head of Department named in your letter of engagement.

Step Three: If you then feel that we have still not dealt with your complaint satisfactorily please write to the Complaints Partner named in your letter of engagement.

If you do not have your letter of engagement please either write to Charles Powell, Head of Risk and Compliance, at Cumberland Court, 80 Mount Street, Nottingham NG1 6HH or email complaints@freeths.co.uk with details of your complaint.

At Steps Two and Three the following timetable will apply:

1. We will acknowledge receipt of your complaint within seven days of receiving it.
2. We will investigate your complaint within 28 days of receiving it. This will involve reviewing the response of the person who acted for you and reviewing the file. We may also want to discuss the complaint with you either on the telephone or at a meeting. We will write to you with a detailed response to your complaint and with any suggestions we have for resolving it to our mutual satisfaction.
3. If we do not hear from you within 28 days we will assume that you are happy with the outcome of our investigations.

We will make every effort to comply with these timescales. If there are circumstances which will mean it is difficult for us to comply with them, eg illness or holiday of key individuals, we will write to tell you.

If we are not able to resolve your complaint you may want to complain to the Legal Ombudsman (LeO), and you will be able to do so if you are an individual or a business or organisation with less than 10 employees. You can find details of what LeO does at <http://www.legalombudsman.org.uk/> and its address and 'phone number is:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

0300 555 0333

The time limits for LeO accepting a complaint are:

- 6 years from the date of act / omission; or
- 3 years from when you should have known about the complaint

and you must complain to LeO within six months of receiving a final response from us about your complaint. Note that LeO will not accept complaints where the act or omission or date of awareness is before 6 October 2010.

If we are not able to settle your complaint, and it relates to a contract we entered into with you online or by other electronic means, you may be able to send your complaint to a certified alternative dispute resolution (ADR) provider in the UK via the EU 'ODR platform'.

The ODR platform, which is available for disputes in the UK and abroad, is an interactive website for consumers and traders who want to sort out disputes relating to online contracts for goods or services.

The website address for the ODR platform is <http://ec.europa.eu/odr/>

There are other complaints bodies (such as ProMediate) which are competent to deal with complaints about legal services if both you and we agreed to use this type of scheme. However, we believe the Legal Ombudsman's scheme is the most suitable and so would not agree to use another complaints body.