Capron & Helliwell
SOLICITORS

CAPRON & HELLIWELL
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 maintain and, where appropriate, improve our standards.

Our Complaints Procedure

If you have a complaint, please contact Mrs Elizabeth Collyer (Partner) at our Stalham Office.

You can write to her at the address shown on our professional notepaper or email her at enquiries@capronandhelliwell.co.uk.

If we are unable to comply with any of the timescales set out below, we will let you know and explain the reason.

What will happen when you complain

1. We will write to you acknowledging your complaint and asking you to confirm or explain any details as necessary. If it seems appropriate, we will suggest a meeting at this stage. We will also confirm to you who will have responsibility for dealing with your complaint.

2. We will then record your complaint and investigate it by examining the file relating to the transaction about which you have complained and by speaking to any partner or employee in our firm who may be implicated by your complaint. Following this investigation, we will write fully to you setting out our views on the outcome of our investigation and, if appropriate, offer redress.

3. At this stage if you are still not satisfied you can write to us again. We will then arrange to review our decision. We would generally aim to do this within 10 days. This will happen in one of the following ways:

- The partner who has investigated your complaint will review his/her own decision, or
- We will arrange for another partner who has not been involved with your complaint to review it, or
- We will ask our local Law Society or another local firm of Solicitors to review your complaint, or
- We will invite you to agree to independent mediation.

In each case we would let you have our best estimate as to how long the chosen process will take.

We will let you know the result of the review within 5 working days of the end of the review. At that time, we will write to you confirming our final position on your complaint and explaining our reasons.

If you are still not satisfied you could contact the Legal Ombudsman at P O Box 6806, Wolverhampton, WV1 9WJ;
Telephone: 0300 555 0333;
Website: www.legalombudsman.org.uk;
Email: enquiries@legalombudsman.org.uk.

The Legal Ombudsman's scheme rules say they can look at complaints if: It happened **within six years** of the problem happening; It happened **within three years** from when you found out about it; You refer your complaint to them **within six months** of our final response.

If you are concerned about matters such as conduct or ethics, you should report these concerns to the SRA.
The SRA can be contacted at Solicitors Regulation Authority, The Cube, 199 Wharf Street, Birmingham, B1 1RN;
Telephone: 0370 606 2555
Website: sra.org.uk

Capron & Helliwell
(Solicitors)
Stalham and Wroxham

August 2021