



# **Complaints Procedure England & Wales**

## **How we handle complaints Introduction**

Any expression of dissatisfaction about the service you have received from Cromptons Solicitors will be considered seriously and we will ensure that we respond promptly to any complaint.

Cromptons Solicitors is committed to providing a professional, efficient and courteous service to all our clients. If you feel that we have failed to achieve an acceptable standard of service we want you to tell us. We regard it as an opportunity to monitor and improve our quality of service. We will investigate your concerns objectively and try to generate a positive and speedy solution.

## **What to do if you have a complaint about the service we have provided**

In the first instance, you should contact the person dealing with your case. This is usually the person named in the initial letter we sent to you at the start of your matter. You can do this either by telephone, in writing or by email. Your complaint will be acknowledged upon receipt. In most cases the person dealing with your matter will be able to resolve your concerns immediately. If this is not possible, we aim to provide a full response within 21 days. If the matter is complex you may have to wait a little longer but we will always write to you within 21 days to provide a full update on progress and give you an estimate as to when we can provide a full response. If we believe it would be helpful, we may suggest a meeting.

If you are not happy with the reply provided by the person normally dealing with your case you can refer the matter to his/her supervising partner or manager. The name of the supervising partner or manager will also be found on your initial correspondence or, if you do not have this, by contacting our Client Care team on 01204 589009.

If, following investigation by the supervising partner or manager, you remain dissatisfied with the response then your complaint may be referred to our Client Care team by email, [clientcare@cromptonssolicitors.co.uk](mailto:clientcare@cromptonssolicitors.co.uk), or by post at Churchgate House, 30 Churchgate, Bolton, BL1 1HL. If there are any circumstances which make it difficult for you to make a complaint in writing, please call the Client Care team on 01204 589009 who will do all they can to assist you. The Client Care team will ensure that your complaint about the service provided by Cromptons Solicitors is carefully examined and resolved as quickly as possible.

## **Referral to the Legal Ombudsman**

We hope that we have been able to resolve your complaint satisfactorily. However, if you remain unhappy with our response then you can refer your complaint to the Legal Ombudsman, an independent complaints body established under the Legal Services Act, who can investigate complaints about the legal service you have received from us.

The Ombudsman will allow us a period of eight weeks to resolve your complaint. The Ombudsman asks that you come to it as soon as you can and within six months of your last contact with us.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman will usually only consider a complaint if our internal complaints procedure has been exhausted within the last six months.

The Legal Ombudsman's contact details are as follows:

Telephone: 0300 555 0333

From overseas: +44 121 245 3050

Minicom: 0300 555 1777

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Legal Ombudsman  
PO Box 6167  
Slough  
SL1 0EH

Signed

A handwritten signature in black ink, appearing to read "Altaf Patel".

Altaf Patel  
Director