

# Complaints Policy

We value your business and do not wish you to have any reason to be unhappy with us. We are confident of providing a high quality service. It is therefore important that you raise any concerns you may have with us immediately so that we may address them and learn lessons.

## Our complaints procedure

If you are dissatisfied with service received or would like advice reviewed or if you wish to discuss or challenge a bill received, please write to the member of staff who is dealing with your matter. If that is not appropriate, or if you are still dissatisfied, you should write to the supervising partner for the practice area handling your instruction, whose name is in our original client care letter to you (or can be obtained from our reception on 0345 073 9900).

If you are still dissatisfied, please contact James Holman who is Weightmans' Head of Compliance (Weightmans LLP, 100 Old Hall Street, Liverpool L3 9QJ or e-mail [james.holman@weightmans.com](mailto:james.holman@weightmans.com)). Please set out as clearly as you can the nature of your complaint or concern and how it has arisen. Please ensure your letter quotes Weightmans' file reference number and if you know it, the identity of your Weightmans contact.

## Upon receipt of your complaint

Within three working days of receipt of your complaint we will:

- Record your complaint in our central database
- Send you a letter or email acknowledging receipt
- Ask you to confirm or explain any details which are unclear and
- Let you know the name of the person who will be investigating your complaint.

If we have asked for further details, we will acknowledge those within three working days of receipt and confirm what will happen next.

## Our investigation

- 1 Within seven working days of receiving your complaint (or the further details requested), we will ask the member of staff who acted for you to comment and will review your file.
- 2 Within 10 working days of receiving your complaint (or the further details requested), we will write to you with our view of your complaint, and how to resolve it.



- 3 We may invite you to a meeting. If we meet, we will write to you within two working days of the meeting to confirm what took place and any solutions we have agreed with you.
- 4 If you are still not satisfied, you can write to us again. We will review our decision. This will happen in one of the following ways:
  - The person you met, or who wrote to you, will review their own decision within five working days.
  - We will arrange for someone in the firm, who has not been involved in your complaint, to review it. They will do this within 10 working days.
  - James Holman will review your complaint within 10 working days.  
or
  - We may invite you to agree to independent mediation or Zoom call. We will let you know how long this process is likely to take.
- 5 We will then:
  - Write to you confirming our final position on your complaint and explain our reasons, within five working days of the end of the review and (if appropriate).
  - If we have to change any of the time scales above, we will let you know and explain why.
- 6 The Legal Ombudsman
  - 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. They allow us eight weeks in which to respond to your complaint.
  - You must take your complaint to the Legal Ombudsman within six months of receiving our final response to our complaint **and** no more than one year from the date of act or omission being complained about or; one year from when you should reasonably have known there was cause for complaint.
- 7 Contact details
  - visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
  - Call: 0300 555 0333 between 9am to 5pm.
  - Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
  - Legal Ombudsman PO Box 6167, Slough, SL1 0EH

The Solicitors Regulation Authority can help you 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.

You can raise your concerns with the Solicitors Regulation Authority.

**Weightmans LLP**  
**January 2024**