



COMPLAINTS PROCEDURE

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should:

- Contact the person working on your case to discuss your concerns, or
- If you do not find that satisfactory or would like to speak to someone else, please call Cara Osborne-Hughes, who is our complaints handling partner (unless the complaint is about Cara, in which case you should speak to Christine Eves).

If having done so you would like to make a formal complaint about poor service, then this leaflet explains the procedure we will follow to resolve the matter:

Step One: Clarification

Please let us have your complaint in writing (either in a letter or e-mail). This should be addressed to Cara Osborne-Hughes or cara@cunninghameves.com, or if the complaint is about Cara Osborne-Hughes, please address it to Christine Eves or christine@cunninghameves.com.

Please set out in detail:

- What we have done (or not done) that you object to, and
- What you say we should have done.

We ask for formal complaints to be made in writing as this is the best way to deal with the matter quickly and effectively.

Step Two: Detailed Response

We will:

1. Record your complaint within a working day of receiving your complaint, and let you know who is dealing with it.
2. Investigate your complaint and provide a detailed written response as soon as possible. This response will:

- Set out in detail our views on your complaint
- Ask for further information if that is required.
- Offer a solution if one can be offered at that stage.
- Say what you should do if you are not satisfied with that solution.

At this stage, if you are still not satisfied, you can write to us again. We will then arrange to review the matter, repeating the steps at 2 above.

We will let you know the result of the review within 5 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. If you are still not satisfied, you can contact the Legal Ombudsman about your complaint.

If you have any queries about the procedure, please ask.

What to do if we cannot resolve your complaint

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. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint, and
- No more than one year from the date of act/omission; or
- No more than one year from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details for the Legal Ombudsman: Website: www.legalombudsman.org.uk

Phone: 0300 555 0333 between 9am to 5pm. Email: enquiries@legalombudsman.org.uk

By post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

Behaviour

Lastly, if your complaint is not about poor service but is about out behaviour, the Solicitors Regulation Authority can help you. 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 at <https://www.sra.org.uk/consumers/problems/report-solicitor.page>.

Agreed By: Cara Osborne-Hughes

Agreed Date: January 2024

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