

## **SPW COMPLAINTS POLICY**

1. We are committed to providing a high quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right so if something has gone wrong, including in relation to the bill, we need you to tell us.

### **How do I make a complaint?**

2. You can contact us in writing (by letter or email) addressed to our complaints partner, whose contact details are: Martin Wood, Sloan Plumb Wood LLP, Apollo House, Isis Way, Minerva Business Park, Lynch Wood, Peterborough PE2 6QR, telephone 01733 302415, email:- martin.wood@spw-law.co.uk.
3. To help us to understand your complaint, and in order that we do not miss anything, please tell us:
  - your full name and contact details
  - the matter about which you are complaining
  - what you think we have got wrong
  - any relevant background or history
  - what you hope to achieve as a result of your complaint, and
  - your file reference number (if you have it)
4. If you require any help in making your complaint we will try to help you.

### **How will you deal with my complaint?**

5. We will record your complaint centrally.
6. We will write to you within seven working days acknowledging your complaint and enclosing a copy of this policy.
7. We will investigate your complaint. This will usually involve:
  - reviewing your complaint
  - reviewing your file(s) and other relevant documents, and
  - speaking with the person who dealt with your matter
8. We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.
9. We may also, if appropriate, invite you to a MS Teams call or meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.
10. We will update you on the progress of your complaint at appropriate times.
11. We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. We will aim to resolve your complaint fairly and promptly and in any event within 8 weeks of it being referred to us.

### **What if I am not satisfied with the outcome?**

12. If you are unhappy with the outcome of our complaints handling procedure please first let us know and we will review the matter.

13. If you are still unhappy you may be able ask the Legal Ombudsman to look into your complaint. The Legal Ombudsman deals with complaints by Members of the public, Beneficiaries of an estate, Charities or trusts and Micro-enterprises. Contact details for the Legal Ombudsman are as follows:
- by post at PO Box 6806, Wolverhampton, WV1 9WJ
  - by telephone: 0300 555 0333, or
  - by email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
14. You must usually refer your complaint to the Legal Ombudsman within one year from the date of the act or omission being complained about; or one year from the date when the complainant should have realised that there was cause for complaint. Further details are available on the website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

**What will it cost?**

15. We will not charge you for handling your complaint.
16. The Legal Ombudsman service is free of charge.

**31 March 2023**  
**Sloan Plumb Wood LLP**