CLIENT 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 not only ensure we can try and resolve the complaint but also help us to improve our standards and procedures.

It is important to us that you know that you can raise concerns you have regarding the service or advice provided. It is equally important to us that you feel certain that we will try and put ourselves in your shoes when addressing them and do what we can to remedy them.

Our complaints procedure

If you have a concern with the service you are receiving or have received from us, in the first instance please contact David Williams, a partner of the firm and our compliance officer for legal practice (the **COLP**).

You can contact the COLP at: Murrell Associates LLP, 14 High Cross, Truro, TR1 2AJ; telephone number 07734 230275, email: David.Williams@murrellslaw.com.

If the complaint is in relation to the COLP please contact Henry Maples at: 14 High Cross, Truro, TR1 2AJ, telephone number: 07539 278903, email: Henry.Maples@murrellslaw.com.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details. If appropriate we will suggest a meeting at this stage. We will also confirm that the COLP will be dealing with your complaint unless the complaint is against them, in which case the complaint procedure will be dealt with by another partner of the firm.
2. We will record your complaint in our central register and open a designated file for your complaint. We will investigate your complaint by examining the relevant matter file and speak with the relevant matter lawyer to examine the points raised, any wider context to your concerns and the matter as a whole.
3. If appropriate we will then invite you to meet the COLP to discuss and hopefully resolve your complaint: usually this would be within 14 days of first receiving your complaint however the investigation at stage 2 may take longer. If more time is needed for our investigation, we will let you know. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, COLP will write to you setting out his detailed views on the situation and any redress that we would feel to be appropriate.
4. Within five working days of a meeting, we will write to you to confirm the key points discussed and any outline suggestions for remedying your complaint. If you consider that your compliant has been resolved at this stage (with or without adopting any of the suggested remedies) please let the COLP know by email or in writing.
5. If you consider that our proposed remedy does not meet your needs, please let us know the points of concern and your preferred resolution with 10 days of receiving our letter / email. We will then arrange to review our decision. We aim to do this within 10 days. This will happen in one of the following ways:

- The COLP will review their own decision considering your points of concern and preferred outcomes.
- We will arrange for another partner or senior lawyer in the firm who has not been involved in your matter or the complaint process to review it.
- We will, at our expense, appoint another firm of solicitors to review your complaint. If this option is preferred, we will contact you with a list of three independent firms. You will have the opportunity to propose your preferred independent firm from this list and/or explain if one of them is unsuitable. Once an agreed firm is selected, you will need to give your consent for the matter file and complaint file being released to them. We will be the client of the independent firm and will let you know the estimated timescales for determination supplied to us.
- We will invite you to agree to independent mediation. If this option is preferred, we will contact you before selecting our panel of mediators. You will have the opportunity to select your preferred mediator and will need to give your consent for the matter file and complaint file being released to them.

6. Within five days of the end of the review, we will let you know the result of the review and write to you confirming our final response on your complaint.
7. If at any stage during the complaints process:
    - we do not hear from you within a requested period with confirmation that your compliant is resolved or unresolved; or
    - we consider that we will be unable to resolve your complaint

    we will write to you confirming our final response on your complaint.
8. Once we have given our final response, our complaints procedure is completed.
9. If, after receiving our final response, your complaint remains unresolved you can contact:

    Legal Ombudsman
    PO Box 6806
    Wolverhampton
    WV1 9WJ

    Any reference to the Legal Ombudsman must usually be made within six months of the date of our final response to your complaint. Further information on the Legal Ombudsman's processes and can be obtain by contacting the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk.

If we have to change any of the timescales above, we will let you know and explain why.