De Rossi Griffiths
Estates and Trust Management

Complaints Handling Policy

We are committed to providing a high-quality service to all our Clients. When something goes wrong, we need our Clients to tell us about it. This will help improve our standards. Whenever possible, please raise any initial Client care problems with the person acting on your case to give them the opportunity of resolving matters with you. Often, matters can be quickly resolved in this way.

If you are unhappy about any aspect of the service you have received, or about the bill, please contact us by post at 55 King Street, Carmarthen, SA31 1BD, by telephone on 01267 314059. We have a procedure in place which details how we handle complaints as follows:

The procedure

The person to contact is Lindsey Wyke, and they can be reached at:

De Rossi Griffiths
55 King Street
Carmarthen
SA31 1BD

01267 314059
lindsey@derossigriffiths.com

1. We will send you a letter acknowledging receipt of your complaint within five days of receiving it, enclosing a copy of this procedure.
2. We will investigate your complaint. This will normally involve passing your complaint to our Director Mr Rhodri Griffiths, who will review your matter file and speak to the member of staff who acted for you.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint. He/she will do this within 14 days of sending you the acknowledgement letter.
4. Within five working days of that meeting we will write to you to confirm what took place and any solutions that we have agreed with you.
5. If you do not want a meeting, or it is not possible, you will be sent a detailed written reply to your complaint, including the suggestions for resolving the matter, within 21 days of sending you the acknowledgement latter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Michael Davey, another Solicitor within the firm, to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. We would hope that this does not become necessary and that we can resolve matters between ourselves. Contact details are as follows:

PO Box 6806
Wolverhampton
WV1 9WJ
0300 555 0333
enquiries@legalombudsman.org.uk
www.legalombudsman.org.uk

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint **and** within the following timescales:

a) One year from the date of the act or omission about which you are complaining occurring, **or**
b) One year from the date you should reasonably have known there were grounds for complaint.

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

Complaints in relation to bills

The complaints procedure above also applies to complaints concerning our bill. There may also be a right to object to the bill by applying to the Court for an assessment of the bill under Part III of the Solicitors Act 1974; The Legal Ombudsman may not consider a complaint about a bill if you have applied to the Court for assessment of that bill.